

## Eric Flohr

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### Profile

Senior government executive with a consistent record of success. Experience in managing the largest U.S. diplomatic Missions in Europe and the Western Hemisphere, leading organizations with staffs as large as 700 and annual operating budgets of \$60 million. Creative and strategic thinker with a flexible and results-focused approach. Driven to improve performance and efficiency while maintaining a long-term focus on employee and organizational health.

### Key Skills and Competencies

- Project Management
- Budget Preparation and Execution
- Procurement
- Emergency Management
- Coaching and Mentoring
- Management Consulting
- Negotiation
- Logistics
- Performance Evaluation
- Customer Service
- Public Speaking
- Organizational Structure
- Internal Communications
- Facilitation and Brainstorming
- Executive Search
- Event Management

### Work Experience

#### **Foreign Service Officer, U.S. Department of State, 1995 – Present.**

##### **Director, Florida Regional Center, Bureau of Western Hemisphere Affairs, 2021 – present.**

- Provides core management services for twelve embassies in the Caribbean and Latin America.
- Manages regional training, conference support, and position classification.
- Coordinates programs to fill unexpected staffing gaps and to engage SMEs for training, mentoring, or process improvement throughout the region.
- Developed network to support all first-time Management, Financial Management, and Human Resources Officers in Western Hemisphere embassies.

##### **Minister Counselor for Management, Embassy Berlin, 2018 - 2021**

- Improved communication, morale, and performance of management teams. Customer satisfaction scores for all six posts in Germany were the highest in a decade.
- Developed, communicated, and implemented Mission Germany's response to the COVID crisis.
- Chaired Departmental promotion and awards panels.
- Helped coordinate Mission strategic planning processes and finalize those documents.
- Developed and accomplished a voucher pilot project with potential for world-wide impact.
- Gained approval to be the first post with permanent authority to buy-out local staff.

##### **Minister Counselor for Management, Embassy Mexico City, 2014 - 2018**

- Coordinated with State, Colgate Palmolive (the seller) and Mexican officials to finalize the purchase of the USD 120 Million Mexico City New Embassy Compound (NEC) site.
- Led negotiations with local, state, and federal authorities that succeeded in acquiring the building permit for the Mexico City NEC and eliminated over \$10 million in fees and taxes.

- Led design negotiations for new consulates in Merida, Matamoros, Nuevo Laredo, and Nogales.
- Led Post's efforts to establish a new language training school in Mexico City.
- Built productive relationships and successfully negotiated arrangements for VIP visits and local projects with Protocol, Customs, Immigration, Environmental, and Urban Planning officials.

#### **Management Counselor, Embassy Lima, 2010 – 2014**

- Led a Crisis Management Exercise as Acting Deputy Chief of Mission.
- Served as the Management Control Officer for visit by Secretary Clinton.
- Created structured brain-storming program to improve teamwork and develop initiatives.
- Developed outreach program for Section Heads to personally engage with other agencies.
- Led or participated in numerous interagency committees such as the Housing Board, Awards Committee, Post Employment Committee, and Country Team.
- As a Board member of Colegio Roosevelt, conducted executive search and interviews to identify and hire new head of school.

#### **Management Counselor, Embassy Kingston, 2006 – 2010**

- Transformed management services, improving performance and communication. Customer satisfaction scores rose from third lowest in the hemisphere to third highest.
- Planned and accomplished the move of Embassy Kingston to a NEC.
- Managed the evacuation of employees and family members in advance of Hurricane Dean. Coordinated storm preparations and post storm response.
- Negotiated the establishment of a Diplomatic Post Office with the Jamaican Postmaster General.
- As Vice Chairman of the Board at the American School of Kingston, helped orchestrate site acquisition, financing, and construction of a new school.
- With less than 24 hours' notice, designed and ran a center to welcome and care for fifty evacuees from the Haiti earthquake who arrived in Kingston with Secretary Clinton.
- Developed cultural training to improve cross cultural awareness and understanding.

#### **Earlier Foreign Service Assignments**

Management Officer, Consulate Sydney, 2002 – 2006

Staff Assistant, Bureau of East Asia and Pacific Affairs, 2001 – 2002

Assignments and Career Development Officer, Bureau of Human Resources, 1999 – 2001

Post Management Officer, Bureau of East Asia and Pacific Affairs, 1998 – 1999

Consular Officer, Consulate Merida and Embassy Kingston, 1995 - 1998

#### **Prior to the Foreign Service**

Resource Analyst, NASA – Goddard Space Flight Center, 1993 – 1995

Presidential Management Fellow, NASA, 1991 – 1993

Senior Intern, Office of U.S. Congressman Benjamin Cardin, 1990

Hydrologist, U.S. Geological Survey, 1986 – 1988

#### **Education**

**Master of Arts in International Affairs**, American University, 1991.

**Bachelor of Arts in Geology**, Franklin and Marshall College, 1986.