

ROB FICKER

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PROFESSIONAL BACKGROUND

Rob is a proven professional with diverse consulting and industry experience in the areas of Executive Support, Operational Management & Readiness, Business Analysis, Program Management and Process Improvement. His extensive background in all phases of business and technology projects allows him to effectively interact with all members of the team and all levels of the organization to achieve remarkable bottom-line results. He has a reputation of establishing tight-knit, trustworthy relationships based upon integrity, experience and collaborative interpersonal skills.

SELECTION OF RELEVANT EXPERIENCE

Chief of Staff/Operations Lead, Medical Device R&D

Rob served as Chief of Staff to a senior R&D executive providing guidance on pipeline strategy, operational governance and \$500MM+ budgets. He defined and executed a roadmap of operational oversight ensuring project delivery commitments met business plan expectations. He frequently prepared and presented C-level updates and analysis. Rob defined and activated a change management effort to reinvigorate the R&D workforce to achieve aggressive stretch targets.

Organizational Design

Rob provided direction in defining and executing a multi-year roadmap to support the stand-up and launch of a new shared services organization for a previously siloed conglomerate. He was responsible for defining the employee organizational structure including obtaining C-level and VP-level alignment across entities within the holding company. In addition to governance of all roadmap workstreams, he owned all metric development and reporting.

Chief of Staff, Back Office Operations

Rob was responsible for oversight of all organizational readiness workstreams on a \$100MM+ capital business process and infrastructure overhaul. He was responsible for forecasting and monitoring multi-million-dollar annual OPEX budgets. He assumed increasing responsibilities including Chief of Staff duties from the executive program leaders, allowing them to separate from operational components. In this role, Rob mentored director level employees and served as a liaison with vendor partners.

Industry Expertise

- Banking
- Financial Services
- Healthcare
- Manufacturing
- Medical Devices
- Utilities

Functional Experience

- Chief of Staff
- Operational Governance
- Organizational Readiness
- Program Management
- Research & Development
- Shared Services
- Strategy



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SELECTION OF RELEVANT EXPERIENCE

Program Management, Business Transformation

Rob served as the Program Manager guiding and overseeing all functional workstreams in a business transformation program that resulted in a new, \$20MM+ annual revenue stream and provided flexibility to adapt to changing market. Rob led all key program phases of a national contracting agreement with a leading optical manufacturer, reaching nearly 25,000 customers and 37M+ patients nationally. He served as the strategic consultant in defining the new model, product innovation, vendor contract negotiation, market readiness and marketing strategies. Rob developed and presented executive-level recommendations and had personal, daily executive interaction. The management of this program is now viewed by the client as the best practices model for successful transformational programs.

Program Management, Portfolio Management

Rob led the client's Program Management Office in defining the strategic plan to rollout management tools to support the maturation of portfolio management within the institution's Information Technology. The client had struggled through multiple iterations before Rob assumed the manager role and drove it to completion. He guided a large stakeholder team to ignore political history and differences to focus upon implementation. Rob obtained requirements and support from key stakeholders, recommended courses of action to management, and helped develop charters and strategy materials for sponsor approval and funding.

Project Manager, New Business Model

Rob provided project management leadership to a financial services client's first off-shoring effort. Initiated as a "lessons learned" effort, this project exposed the benefits, barriers, costs, opportunities, and processes relevant to off-shoring operational business processes. This pilot effort yielded a projected \$600k annual savings to the firm for the pilot processes alone and it justified business cases for future migrations based upon anticipated cost reductions as well as additional operational capacity and contingency. Rob coordinated all aspects of the initiative, including inter- and intra-organization communication, requirements definition, technology selection, metrics definition and delivery, and sustainable process definition and transition.

