

WALTER FICK

[LINKEDIN](#) [WEBSITE](#)



EDUCATION

BSBA, University of Wisconsin,
Parkside, Kenosha, WI

CERTIFICATIONS

Six Sigma Blackbelt, UW-Milwaukee

Prosci Change Practitioner, PROSCI

Balanced Scorecard Master
Professional, BSI

Executive Summary

I'm a business transformation leader with years of experience driving operational excellence, organizational change, and measurable value creation across banking, financial services, fintech, and healthcare. My focus is on executing complex initiatives that align people, process, and technology to deliver results, whether that's accelerating revenue, improving margins, or building scalable systems.

I've led enterprise-wide efforts ranging from launching new operations centers to designing regulatory compliance programs that earned high praise from federal examiners. I've consistently turned around underperforming processes by applying data-driven tools and a structured, repeatable approach. My work has been recognized by CEOs, boards, and regulators alike.

I'm also the creator of the PureProcess© Toolkit, a structured, risk-prioritized methodology that enables teams to identify the highest-risk, highest-impact processes, improve them efficiently, and sustain those improvements over time. It solves the "boil the ocean" problem by helping organizations focus on what matters most.

My ongoing mission is to help companies execute value creation plans and scale with confidence.

ENDORSEMENTS

“Wally’s analytic skills and insights are unparalleled in my experience as an executive. He saved money, elevated satisfaction, and made us a model for the industry.”

– Dean Mason, CEO, HSA Bank & Willis Towers Watson

“Hands-down, Wally makes my short list of go-to people for advice and solid business insight.”

– Jeff Clark, CEO & Founder, TrackCost Corporation

“Wally transformed our training, our mindset, and our performance. He’s a true ambassador of the community and business world alike.”

– Jane Halverson, Senior Director, University of Northern Iowa

“Wally was our catalyst for change. His Six Sigma expertise and communication style made the hard work feel achievable.”

– Michelle Morgan, Trusted Business Advisor

Value Creation Playbook

◆ PureProcess© Toolkit

- A structured methodology for identifying, prioritizing, and remediating broken or high-risk processes.
- Core components include Process Inventory, Risk Scoring, Evaluation Worksheets, and Deficiency Tracking.
- Helps organizations zero in on the critical few, not the important many, to drive rapid and sustainable improvement.

◆ Execution Across People – Process – Technology

- Organizational Change Management (OCM), Prosci ADKAR planning, stakeholder engagement, and leadership coaching.
- Lean Six Sigma (DMAIC), KPI/KRI/OKR dashboards, risk remediation, and regulatory alignment.
- Technology implementation, redesign, system adoption, and digital process automation.

◆ Integration of Strategy Tools

- Balanced Scorecard for strategy alignment and performance management.
- Strategic planning integrated with change execution, analytics, and stakeholder reviews.
- Consistent dashboarding and reporting cadence for board and C-suite transparency.

SKILLS

Strategic Transformation, Alignment & Execution

Operational Excellence & KPI Management

Regulatory Compliance & Risk Mitigation

Cross-Functional Team Leadership

Salesforce & CRM Platform Optimization

M&A Readiness & Integration Support

Organizational Change Management

Performance Dashboards & Forecasting Models

Value Delivery

- ◆ **Accelerated Operational Synergies** – Led transformation across 60+ units; forged cross-company process standardization delivering 96%+ adoption and audit-ready control frameworks.
- ◆ **PE-Backed Exit Engineering** – Directed strategy and operational turnaround during PE lifecycle: developed forecasting models with 90%+ accuracy, aligned C-level, and positioned the company for successful exit.
- ◆ **Commercial Expansion** – Created strategy for new contact center, growing revenue from \$20M to \$50M; developed staffing strategies in new markets.
- ◆ **M&A & Due Diligence** – Supported acquisition planning and regulatory charter creation, aligning operations architecture and financial controls.
- ◆ **Leadership Excellence** – Coached multiple senior teams on performance goals, recruiting, onboarding, and continuous improvement culture.
- ◆ **Value Creation Playbooks** – Authored PureProcess® Workflow Guidebook used as operational improvement playbook across diverse industries.

KEY ACHIEVEMENTS

Strategic Value Creation

Led operational overhaul boosting forecast accuracy to 90%+, optimizing CRM, and enabling high-value exit.

Revenue Growth

Launched new call center, doubling assets from \$1B to \$2B and increasing revenue from \$20M to \$50M.

Operational Turnaround

Drove 20% cost reduction, 65% KPI improvement, and 30% customer satisfaction gain.

Impact Highlights

✦ Call Center Launch & Revenue Growth

Challenge: Design and launch a de novo customer service call center aligned with aggressive growth goals.

Action: Built requirements, managed execution, integrated feedback loops, and trained staff.

Result: Assets grew from \$1B to \$2B; revenue jumped from \$20M to \$50M; call center featured in Kiplinger's Best Of report.

✦ Operational Turnaround

Challenge: Cut operational costs and improve KPIs across large processing centers.

Action: Used PureProcess© and Lean Six Sigma to coach team, measure performance, and redesign workflows.

Result: 20% reduction in operating expenses; 65% improvement in KPIs; 46% efficiency gains and 30% customer satisfaction improvement.

✦ Digital Transformation Support

Challenge: Support adoption of major system enhancements across 500+ locations.

Action: Led OCM planning, ADKAR assessments, change communications, training, and success tracking.

Result: Achieved >90% targeted participation and fast adoption across 5,000+ users in 20+ states.

STRENGTHS

“I operationalize strategy”

I bring structure and discipline to strategy execution, aligning teams around measurable goals and building performance systems that make progress visible.

“I simplify the complex”

I consistently help organizations identify high-risk inefficiencies, redesign workflows, and sustain improvements.

“I drive speed, scale, and certainty”

I know how to build for both immediate results and long-term scalability that delivers measurable enterprise value.

Leadership Style (Myers-Briggs)

I lead with clarity, consistency, and a strong sense of accountability. I’m deeply motivated by structure, efficiency, and the practical realities of execution. My approach is rooted in logic and evidence, not speculation, and I’m at my best when translating complex strategies into scalable systems that work in the real world.

I’m naturally drawn to order, and I bring a structured lens to every challenge. Whether it's redesigning workflows, preparing a company for a private equity exit, or leading a regulatory transformation, I focus on measurable outcomes and repeatable results. I believe in doing things right the first time and ensuring they keep working long after the spotlight fades.

I am deeply focused, calm under pressure, and a steady presence during times of change. I’m not one for theatrics so I’d rather earn trust by following through and bringing people along through clear plans, credible data, and systems they can rely on. Teams often describe me as the person who *just gets it done*.

