



John Fricker

Director

J.D. Power

John Fricker is Director of Financial Services Accounts at J.D. Power. He is responsible for market development and account engagements across the company's financial services lines of business.

Mr. Fricker has worked on both the client and provider sides of customer experience management for more than 20 years. Prior to joining J.D. Power in 2014, he was owner and managing director of a private consulting firm. Earlier, he held senior relationship and marketing management positions at Maritz, Harris Interactive and TNS Global. His areas of specialization include customer experience measurement and management, and performance improvement solutions.

Mr. Fricker earned a bachelor's degree in psychology and sociology from Carleton University in Ottawa, Canada.