



## Jeff Conklin

### Vice President

J.D. Power

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Jeff Conklin is the Vice President of Utilities Intelligence and Technology, Media, & Telecommunications Intelligence at J.D. Power. He oversees the company's industry benchmark studies, proprietary research, consulting, and performance improvement programs focused on improving the customer experience.

Mr. Conklin has 35 years of experience in strategic planning, customer experience optimization, and managing and measuring customer interactions. Prior to joining J.D. Power in 2001, Mr. Conklin was a management consultant with Navigant.

Mr. Conklin earned a bachelor's degree in mechanical engineering with emphasis on energy studies from Duke University, and a master's degree in management with concentrations in finance and marketing from the J.L. Kellogg Graduate School of Management at Northwestern University.