



Chris Hodges

Vice President,
Customer Experience (CX) Solutions

J.D. Power

Chris Hodges is Vice President, Customer Experience (CX) Solutions at leading J.D. Power. He has a 20-year track record for leading complex, large-scale, omni-channel initiatives integrating eCommerce, marketing, branding, social media, mobile, digital, product management and other strategies to elevate customer experience and enable business strategies. His focus is on driving top-line revenue growth and increasing operational efficiencies with effectively executed customer and employee experience strategies.

As an accomplished problem solver, project manager, and change enabler, Chris works with executive-level leaders across multiple channels and business units to align technology strategies and solutions with business goals. His well-honed skills in training, coaching, and motivating diverse resources, including international team members, have been instrumental in creating pragmatic, fiscally responsible, and sustainable solutions.

Prior to joining J.D. Power, Chris spent 17 years in business and technology consulting at Accenture, West Monroe Partners and Infosys Consulting leading digital customer experience initiatives for an array of Global 1000 enterprises across many industries including Automotive, Financial Services & Insurance, Energy & Telecom, Software & High Tech, Healthcare, Private Equity, Retail & CPG, Life Sciences and Manufacturing.