



Mark Miller

Practice Leader, Customer Service Advisory

J.D. Power

Mark Miller leads the J.D. Power Global Customer Service Advisory and is responsible for thought leadership, solutions development, strategic alliances and client support. He leads customer service, technical support and sales performance improvement and certification initiatives for the company.

Mark has over 20 years of performance-improvement consulting experience working with small, medium and Fortune 500 clients in more than a dozen industries to improve sales, customer service and technical support operations. Through his work leading the J.D. Power Certified Customer Service Program across channels, Mark has had the opportunity to interact with over 600 high-performing contact centers, which has given him a unique understanding of what customers want and what top performers across industries actually do to deliver an outstanding experience. With this perspective to draw from and with access to the most comprehensive research data around what defines and drives an outstanding customer experience, Mark is one of the foremost authorities on what top performers do to create a differentiated customer experience.

Prior to joining J.D. Power in 2000, Mark served as a strategy and operations consultant to senior-level management, as well as an executive in the sporting goods, computer and networking services, offshore software development and Internet security industries.

Mark has a bachelor's degree in journalism from The University of Texas at Austin and an MBA in marketing (with honors) from Regis University. He was selected as a member of the Alpha Sigma Nu Honor Society.