



Scott Killingsworth

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Scott Killingsworth is Director, Customer Service Advisory at J.D. Power. He currently manages the J.D. Power Customer Service Certification programs and is responsible for developing and maintaining the standards and operational benchmarks for the program. He also manages both internal teams and external partners in the execution of certification surveys and on-site evaluations of client operations.

Mr. Killingsworth has more than 20 years consulting experience to both B2B and B2C clients across a wide range of industries, including telecommunications, travel and insurance. Prior to joining J.D. Power, he was a market manager for Tecnol, Inc., a manufacturer of contamination control products for semiconductor, pharmaceutical and biotech companies.