



Mark Garrett

Director

J.D. Power

Mark Garrett is a Director for the Insurance Intelligence Practice at J.D. Power. His primary focus is on Auto and Property claims, including the digital experience. He works with many of the top 30 insurance carriers consulting on study findings and advising on opportunities to improve the customer experience.

During his tenure at J.D. Power, Mark has designed and launched several products including the Auto and Property claims studies. He presents at 30+ client meetings annually, regularly speaks at industry conferences and events, and has authored several thought leadership pieces.

Mark joined J.D. Power in 2004 and had previously worked at DTE Energy. He has more than 20 yrs. of market research experience across utility, automotive, mortgage, brokerage, and insurance industries.

Mr. Garrett graduated cum laude with a bachelor's degree in psychology from Madonna University in Michigan.