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Mark Spalinger is a Director of Utilities Intelligence at J.D. Power. He is responsible for delivering actionable insights and thought leadership to utilities across the United States to help them understand the importance of customer satisfaction and how to improve their customers' experience.

Previously at the company, Mr. Spalinger served as a Senior Consumer Insights Analyst, Research Manager, Research Supervisor, Research Specialist and Research Associate within the Utility Practice. He joined J.D. Power in 2006.

Mr. Spalinger received a bachelor's degree in sociology from California State University Northridge.