



## Ramah Vaughn

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Ramah Vaughn is a Director of Utilities Intelligence, where he delivers actionable insights to utilities across the country to improve customer satisfaction. Mr. Vaughn is also responsible for helping clients prioritize initiatives based on voice-of-the-customer data. Before joining J.D. Power, Mr. Vaughn led the customer insights team for Baltimore Gas & Electric where he was responsible for fielding research and improving customer experience. Mr. Vaughn earned a bachelor's degree in information science from Morgan State University.