



Brent Craigie

Director, Utilities Intelligence

J.D. Power

Brent Craigie is a Director of Utilities Intelligence, where he delivers utilities actionable insights to drive customer experience improvements. Mr. Craigie is also responsible for assisting clients to prioritize initiatives based on their Voice of the Customer data. Before joining J.D. Power, Mr. Craigie led the business performance team for New Jersey Natural Gas where he was responsible for improving customer experience utilizing customer satisfaction and customer service operational data. Mr. Craigie earned a master's degree in business administration from Tulane University.

Prior to joining New Jersey Natural Gas, Mr. Craigie held several Customer Experience management, strategic planning and sales operation roles at Hewlett Packard. Throughout his career, he has led large operational and customer experience teams and has a record of delivering improved customer experience and operational excellence.