

Mark Powell

Vice President of Call Center Sales & Operations

Age when you lost your first tooth?

5

Favorite smile?

My wife

Mark Powell joined DentalPlans.com in 2016 and currently serves as the company's Vice President of Call Center Sales and Operations. In this capacity, Powell, along with his team, continues to develop new call center capabilities across all business sales and service channels, instilling a strong focus on teamwork and commitment to excellence. Powell



has been a key catalyst to expanding the DPU platform, improving the performance of partner TLC, and adding capacity to the company's Dentist Marketing team. Additionally, Powell has worked to establish new call center relationships that enables DentalPlans.com to operate abroad and domestically, launching in the Dominican Republic and Las Cruces, NM to better serve Hispanic consumers as well as meet seasonal and promotional period inbound call needs.

Powell brings more than 20 years of experience in call centers sales and service both domestically and internationally. Prior to DentalPlans.com, he led various call center operations, including serving as the Senior Operations Manager at Alorica, in which he managed operations for clients such as AT&T, Direct TV, Citibank, and HSN. Powell also worked as Executive Director of Enrollments and Channel Management for Purdue Global University. In this role, he managed a multi-million-dollar P&L and exceeded enrollment goals in the University's largest call center, while specializing in the Business and IT verticals. Powell also served in the United States Army as a Non-Commissioned officer leading operations for one of the largest service battalions in the Army at Fort Hood, TX. He received several awards and medals, including the Kuwait Liberation Medal and Joint Meritorious Unit Award for deployments in Kuwait and Somalia.

Powell holds a Bachelor of Science in Business Management and Master of Business Administration from Purdue Global University.

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