

Jonathan Porter is the senior vice president of Customer Operations for Alabama Power, providing strategic oversight of customer interactions with the company, including the company's business offices, the Customer Service Center, Business Service Center and Online Customer Care, Quality and Training. The focus of his organization is to deliver a consistent world-class customer experience for each Alabama Power customer at every touchpoint, whether in person, by phone or through technology.

Prior to this role, Porter served as vice president of the company's Birmingham Division, where he was responsible for the company's operations, sales, customer service, economic and community development and external affairs activities for more than 430,000 customers across six counties in north central Alabama.

Porter joined Alabama Power in 1991 as a Customer Accounting intern through the INROADS program, where he interned four summers with Alabama Power until graduation. He rejoined Alabama Power in 2000 and has held various positions of increasing responsibility, to include sr. corporate recruiter, sr. HR business representative, customer service supervisor, assistant Business Office Manager, Lead HR Business Consultant, assistant to the executive vice president of External Affairs, Birmingham Division area manager, director Customer Service, and vice president of Human Resources and Ethics.

Before joining Alabama Power, Porter worked as an underwriting analyst at Protective Life

Corp. and as a manager at INROADS Inc. Porter serves as a member of the board of directors for the Birmingham Jefferson Inland Port Authority, Birmingham Civil Rights Institute, Alabama Power Foundation, Alabama Business Charitable Trust Fund, and A.G. Gaston Boys & Girls Club. Porter is an advisory board member of the Community Foundation of Greater Birmingham's LGBTQ Fund. Porter is chairman of the 2022 Birmingham World Games Foundation, serves as a Board Trustee of Tuskegee University and a member of the Newcomen Society of Alabama.



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Porter is a graduate of Leadership Alabama, Leadership Birmingham, has been featured in Who's Who in Black Alabama, was recognized as a "Top 40 Under 40" by the Birmingham Business Journal, and was recognized as one of "20 leaders for the next 20 years" by BHM Biz magazine. He also completed the Harvard Business School's Young American Leaders program.

Porter graduated cum laude from Tuskegee University with a B.S. degree in Business Administration. While at

Tuskegee, Porter was a four-year letterman in football and was an All-Conference Scholar-Athlete. Porter later earned his MBA from the University of Alabama at Birmingham.

A native of Bessemer, Alabama, Porter and his wife, Kim, are the proud parents of daughters Laila and Kailyn.

