

Jonathan Porter is the senior vice president of Customer Operations for Alabama Power, providing strategic oversight of customer experience with the company, including the company's Business Offices, the Customer Service Center, Business Service Center, Online Customer Care, Customer Systems and Operations, Customer Technology, Customer Insight, and Quality and Training. The focus of his organization is to deliver a consistent world-class customer experience for each Alabama Power customer.

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 Senior Corporate Recruiter, Senior 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 of 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, Alabama Power Foundation, Alabama Business Charitable Trust Fund, A.G. Gaston Boys & Girls Club, Birmingham Corps and UAB Athletic Foundation. Porter was chairman of the 2022 Birmingham World Games Foundation and serves as a Board Trustee of Tuskegee University.



Jonathan Porter
Senior Vice President
of Customer Operations,
Alabama Power
Company

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. He was inducted into

the Tuskegee University Athletic Hall of Fame in 2019 and the Tuskegee University School of Business Hall of Fame in 2025. Porter earned his MBA from the University of Alabama at Birmingham.

A native of Bessemer, Alabama, Porter is the proud father of daughters Laila and Kailyn.

