



**Mark Hodges**  
**Divisional Vice President & Chief Customer Officer**

Mark Hodges is a divisional vice president and the Chief Customer Officer for PTC. In this role Mr. Hodges acts as the advocate and “voice of the customer” to the executive team and is the executive sponsor for major customer accounts. Mr. Hodges carries broad responsibility for managing cross functional initiatives focused on the continuous improvement of customer satisfaction and loyalty. He additionally holds direct responsibility for PTC’s global customer support organization and the delivery of maintenance based services by over 400 dedicated service professionals to PTC customers worldwide.

Mr. Hodges also chairs the PTC Operations Council, a cross functional team established to drive operational efficiencies throughout the company.

**Experience**

Mr. Hodges previously served as the General Manager for PTC China, responsible for the opening of PTC’s Asia Pacific headquarters in Shanghai and the oversight of a corporate globalization strategy that led to significant growth in employee population and the transition of core business functions to that location.

Mr. Hodges has worked within PTC for more than 20 years and has held a variety of senior positions in Sales, Marketing and Services related to CAD and PLM solutions. He has worked with many of the company’s largest customers and introduced corporate escalation processes used to identify critical customer issues and to drive prioritized cross functional resolution. Mr. Hodges has also played an active role as the liaison for the PTC User Board of Directors in North America.

**Education**

Mr. Hodges earned a Bachelor of Science (BS) degree in Mechanical Engineering and a post graduate Diploma in Management Studies (DMS).