

Mark Darling is Chief Retail Officer at H&R Block, where he leads the company's retail tax services business across more than 9,000 company- and franchise-owned offices spanning the United States, Canada, and Australia. As head of the company's Global Retail Operations team, he leads an international team of more than 60,000 associates and builds relationships with 15,000 franchise partners.

Prior to this role, Mark served as Senior Vice President, US Retail Operations; Vice President US Retail, West Market & Block Advisors; and Vice President, Workforce Planning & Experience. In these roles, he developed and led teams responsible for championing H&R Block clients, driving operational efficiencies, and optimizing the office experience for tax preparers.

Mark joined H&R Block in 2013 as District General Manager in Florida before being promoted to Regional Director for the Greater New York City area, where he led the team to become the top-performing region.

Before joining H&R Block, Mark held sales and operations roles at Sprint and Bijoux Bellagio.

Mark earned a Bachelor of Science in Business and Advertising from Florida Southern College and a Master of Business Administration from Belhaven University.