



RoadVantage Welcomes Mark D. Johnson as Operations Support Manager

RoadVantage, the #1-rated F&I product provider by agents, dealers, and customers, announces the addition of Mark D. Johnson as Operations Support Manager.

AUSTIN, Texas ([PRWEB](#)) February 25, 2020 -- RoadVantage, the #1-rated F&I product provider by agents, dealers, and customers, announces the addition of Mark D. Johnson as Operations Support Manager.

Mr. Johnson is an innovative operations professional and a visionary leader with a strong background in process improvement and solutions-focused strategies. Mark has led teams ranging from 50 to 350 employees across functional areas of operations, supply chain, marketing, sales, maintenance, and information technology. Recognized for a collaborative leadership style and a keen ability to effectively translate complex operational concepts into tangible action plans, Mr. Johnson is a proven entrepreneurial leader who will help RoadVantage continue to achieve record growth.

Mark's previous experience is in the rental car industry, where he was responsible for revenue growth, cost management, talent development, operational planning, and facility management of multiple locations for Advantage Rent A Car and Avis Budget Group. Mark spearheaded an organizational transformation at Advantage Rent A Car by re-engineering the company's management incentive program to drive revenue growth and impact KPIs while simultaneously introducing lean processes to reduce costs. Mark has helped drive success in every professional position he has held.

The main factors that attracted Mr. Johnson to RoadVantage include its dynamic growth and the company's position as an innovative industry leader. "I feel honored to join the team at RoadVantage," he said about his new position. "The company's operations already function like a well-oiled machine. I look forward to adding my efforts to business processes to continue delivering a best-in-class experience to our agents, dealers and customers."

"We are thrilled to have Mark Johnson join us as Operations Support Manager", said Garret Lacour, RoadVantage CEO. "RoadVantage leads the market in product innovations and service levels. Our 200 Google reviews, with a 4.8 overall rating and our top honors Diamond Dealers' Choice Awards in 2017, 2018, and 2019 are proof of the validity of our mission statement, to 'Deliver an Exceptional Customer Experience.' We're excited to have Mark join our team to help us take our mission even further."

About RoadVantage

Fueled by innovation, led by industry veterans, and powered by passion to create a better customer experience, RoadVantage is the #1-rated F&I product provider in the industry. With a team that leverages technology and a streamlined approach, RoadVantage is setting new standards for performance, with exclusionary programs providing the most comprehensive coverages available anywhere in the industry today. RoadVantage's industry leading service levels result in 98% of claims approved in seven minutes or less, and 99% of claims paid within 1 hour of receipt of the signed invoice. RoadVantage offers a full portfolio of ancillary and mechanical vehicle service contract products through certified agents and is headquartered in Austin, TX with regional offices in Boston, MA; Dallas, TX; Phoenix, AZ; Richmond, VA; and St. Augustine, FL. For more information, visit www.roadvantage.com.



Contact Information

Jeff Breckenridge

RoadVantage

<http://roadvantage.com>

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