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THE
Difference
Makers

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Mark Marturano
Executive Vice President
LDI Connect

Why Mark Marturano is a difference maker:

For nearly half a century, Marturano has established himself as one of the foremost authorities on service, and for 25 years he's quarterbacked LDI Connect's support services—all techs, aftermarket reps, customer service team and system engineering group—across all disciplines. In his role, he helps coordinate the dealer's service activities, training and interterritorial support with a large network of manufacturers and dealers nationwide. But his sphere of influence extends well beyond the walls of LDI and his ownership stake. Marturano shares his industry wisdom via focus groups, manufacturer committees and dealer peer organizations including the CDA, CDR and BTA. His ability to communicate and collaborate with service professionals is legendary, casting him as something of a unicorn among the executive vice president set.

“Mark is an innovator, carefully architecting the programs and processes that are delivered to our customer base on a daily basis. This includes establishing contract pricing, setting client expectations, analyzing key business metrics and developing initiatives in areas such as predictive performance. Mark is keenly focused on client satisfaction and client retention, never shying away from a difficult conversation internally or externally. LDI Connect is fortunate to have Mark as a key part and partner in our organization, and he's a great candidate for this recognition.”

—Brian Gertler, Senior Vice President and Partner, LDI Connect