

For Immediate Release

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Bridgestone Retail Operations Names Andrew Richards 2023 ASE Master Technician of the Year

- **The Arlington, Tex.-based Firestone Complete Auto Care technician is recognized this year with one of the vehicle service industry's highest honors.**
- **Richards was selected for his commitment to leadership, mentorship, and service excellence throughout his 11 years with Bridgestone Retail Operations.**
- **ASE Technician of the Year honorees are submitted by their employers based on rigorous criteria including ASE test scores, on-the-job performance, and community activities.**

NASHVILLE (December 4, 2023) – [Bridgestone Retail Operations](#) (BSRO), a subsidiary of [Bridgestone Americas](#), announced today that Andrew Richards is the company's 2023 Automotive Service Excellence (ASE) Master Technician of the Year. Richards was recently honored at an awards ceremony held by the National Institute for Automotive Service Excellence.

After graduating from Houston-based Universal Technical Institute, Richards joined a Firestone Complete Auto Care store in Arlington, Tex., as a Maintenance Tech in 2012. Since then, he has remained committed to enhancing his skills as a technician, achieving both his ASE Master certification and L1 certification. Now as a Lead Technician, Richards enjoys sharing his knowledge with new technicians and serving as a mentor to those beginning their careers. He also volunteers with the National Stuttering Association, helping people with stuttering challenges speak openly in group settings and develop their public presentation skills.

"Andrew sets the standard through his example, infusing those around him with positivity and humility. Above all, his unwavering commitment to our Promise to Care and delivering the industry's most trusted service shines through," says Marko Ibrahim, president, Bridgestone Retail Operations. "It is indeed a privilege to honor Andrew's professional growth and dedication to excellence with this year's ASE Master Technician of the Year award."

"Each day, my number one goal is to ensure our customers receive service that benefits them and helps keep them safe on the road," said Richards. "That's why I've prioritized advancing

my certifications and taking time to mentor and lead my team over the past decade. I'm so proud of the work we do in Arlington, and receiving this award should be a celebration for us all."

ASE Technician of the Year honorees are submitted by their employers based on rigorous criteria including ASE test scores, on-the-job performance and community activities. Each year, BSRO considers teammates from its more than 2,200 retail locations in the U.S. that operate under the brand names Firestone Complete Auto Care, Tires Plus, Hibdon Tires Plus, and Wheel Works. Achieving ASE Technician of the Year recognition is one of the highest honors a technician in the vehicle service industry can receive.

For more Bridgestone company news, visit [BridgestoneAmericas.com](https://www.bridgestoneamericas.com).

About Bridgestone Americas, Inc.:

Bridgestone Americas, Inc. is the U.S.-based subsidiary of Bridgestone Corporation, a global leader in tires and rubber, building on its expertise to provide solutions for safe and sustainable mobility. Headquartered in Nashville, Tenn., Bridgestone Americas employs more than 45,000 people across its worldwide operations. Bridgestone offers a diverse product portfolio of premium tires and advanced solutions backed by innovative technologies, improving the way people around the world move, live, work and play.

About Bridgestone Retail Operations, LLC:

Bridgestone Retail Operations, LLC (BSRO) is headquartered in Nashville, Tenn. and operates the largest network of company-owned automotive service providers in the world — more than 2,200 tire and vehicle service centers across the United States — including Firestone Complete Auto Care, Tires Plus, Hibdon Tires Plus and Wheel Works store locations. Credit First National Association and Firestone Complete Fleet Care operations are also part of BSRO. BSRO is a member of the Bridgestone Americas family of companies.

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