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Up To Speed Live  
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>> DIANA: HELLO, WELCOME TO UP TO SPEED LIVE FROM BASKING RIDGE, NEW JERSEY.

I'M DIANA ALVEAR.

THANK YOU FOR JOINING ME TODAY.

WE HAVE SO MUCH TO TALK ABOUT.

WE ARE GOING TO START OFF WITH SOME VERY COOL NEWS OFF THE TOP OF THE SHOW.

WE HAVE BIG NEWS ON THE MEC FRONT.

TODAY WE'RE EXPANDING OUR RELATIONSHIP WITH AWS TO INCLUDE PRIVATE MOBILE EDGE COMPUTING FOR ENTERPRISE.

THAT MEANS THAT CUSTOMERS CAN USE PRIVATE MEC TO QUICKLY DEPLOY REALTIME APPLICATIONS LIKE INTELLIGENT LOGISTICS, PREDICTIVE MAINTENANCE AND FACTORY AUTOMATION.

OUR FIRST CLIENT USING THE SERVICE IS CORNING.

THEY'RE GOING TO BE USING VERIZON 5G EDGE WITH AWS OUT POSTS GOOD FOR POWERING SELF-GUIDED VEHICLES AT ONE OF THE WORLD'S LARGEST FIBER-OPTIC CABLE PLANTS IN NORTH CAROLINA

WE'RE STARTING THE SHOW OFF WITH NEWS THAT COOL.

NOW WE'RE GOING TO TALK ALL THINGS RETAIL AND 5G.

LIKE I SAID, WE'VE GOT A ROCK STAR LINE-UP OF LIVE GUESTS.

WE'RE GOING TO KICK THINGS OFF BY TAKING A TRIP TO THE WINDY CITY WHERE WE FIND OUR FRIEND ANDY.

ANDY, WHAT'S UP?

>> HI, DIANA.

GREETINGS FROM WINDY CITY, DOWNTOWN CHICAGO.

ONE OF THE MOST ICONIC SHOPPING DESTINATIONS IN THE WORLD.

I'M SITTING ON MICHIGAN AVENUE.

WHAT I WANT TO SHOW YOU IS OUR DESTINATION STORE.

ON THE MAGNIFICENT MILE, YOU KNOW, IT'S RAINING, WHY DON'T WE GO IN?

WE'LL GO IN HERE AND INVITE ALL OF OF YOU TO TAKE A TRIP WITH US AND EXPERIENCE WHAT THIS STORE IS ABOUT.

IF YOU WALK IN ANY OF THESE STORES, YOU'LL EXPERIENCE WONDERFUL THINGS.

AS WE WALK INTO THIS BEAUTIFUL ENTRY WAY, YOU'LL SEE WE'RE TRYING OUR 5G STORY HERE.

AS SOON AS YOU WALK IN.

LOTS OF GREAT WAYS THAT 5G IS IMPORTANT TO OUR LIVES IN THE WAY WE LIVE, WORK AND PLAY.

I WANT YOU TO THINK ABOUT SOME OF THE THINGS THAT YOU NEED AS A CUSTOMER, WHEN YOU'RE WALKING IN.

YOU WANT THE GREAT FEEL, YOU WANT TO SEE THE TECHNOLOGY, YOU WANT TO LEARN MORE ABOUT THE TECHNOLOGY.

YOU WANT THE FRIENDLY STAFF HERE.

YOU ALSO WANT TO MAKE SURE YOU'RE SAFE.

AND YOU CAN SEE THIS BEAUTIFUL STORE, AND OUR TEAM IS WORKING AND MAKING SURE THAT OUR CUSTOMERS ARE NOT ONLY LEARNING ABOUT OUR TECHNOLOGY, ABOUT 5G, BUT STAYING SAFE AS WELL.

WE HAVE A CUSTOMER HERE THAT MAY BE ABLE TO HELP US OUT IN A DEEPER WAY.

WHY THIS CUSTOMER EXPERIENCE IS SO IMPORTANT

I THINK HE'S ON THE SECOND FLOOR.

DIANA, I'M GOING TO SEND IT BACK TO YOU, FIND OUR EXPERT AND SEE YOU IN A MINUTE OR TWO.

>> DIANA, SOUNDS GOOD.

CAN'T WAIT TO SEE WHO YOUR LIVE GUEST IS.

I WANT TO TAKE A MOMENT TO TALK ABOUT THAT CUSTOMER EXPERIENCE.

I HAD THE GOOD FORTUNE TO TAKE ADVANTAGE OF THAT THIS WEEKEND.

I HEARD ABOUT THIS LITTLE PROMO WHERE YOU CAN TURN IN YOUR DEVICES, EVEN WITH BROKEN SCREENS, EVEN IF THEY DON'T TURN ON AND GET A REALLY GOOD DEAL.

I THOUGHT TO MYSELF, AS A GOOD FORMER JOURNALIST, I'LL VERIFY THOSE SOURCES, RIGHT?

I DID THE THING, GUYS.

I WENT TO OUR PROMO PAGE, STARTED LOOKING INTO IT.

I'M ONE OF THOSE MOMS THAT TAKES WAY TOO MANY PICTURES AND MOVIES OF HER KIDS.

I WAS RUNNING OUT OF MEMORY AND THOUGHT "NOW IS THE TIME TO UPGRADE MY DEVICE" AND THAT'S WHAT I DID.

I TOOK ADVANTAGE OF THE PROMO AND GOT \$880 FOR BOTH OF MY OLD DEVICES AND NOW, I CAN ACTUALLY TAKE ALL THE MOVIES AND PICTURES OF MY KIDS THAT I WANT

AWESOME PROMO.

MY EXPERIENCE WAS SO GOOD, SO SAFE, IT WAS REALLY GOOD TO BE BACK IN STORE AND NOW IT'S REALLY GOOD TO BE BACK WITH MATT -- ANDY, AND HIS SPECIAL GUEST.

OH MY GOSH, I JUST SCREWED IT UP.

>> ANDY: NO WORRIES, DIANA.

I'M HERE WITH MR. MATT CARR.

IT'S GREAT TO SEE YOU.

WE'RE SOCIALLY DISTANCED.

A STORY ABOUT MATT AND I.

MATT IS ONE OF THE FIRST PEOPLE I MET AT VERIZON OCTOBER MY FIRST DAY, I WORE A SHINY BLUE SUIT AND THOUGHT I LOOKED PRETTY FLY.

>> MATT: WE TALKED A LITTLE BIT EARLIER.

I JUST WANTED TO MAKE AN ANNOUNCEMENT, ANDY AND I ARE ACTUALLY [BREAKING UP].

>> ANDY: FROM THE MINUTE YOU WALKED INTO THE STORE, THERE'S AN EXCITEMENT.

SOMETHING ABOUT BEING IN THE STORE AND LITERALLY LEARNING WHAT WE'RE ALL ABOUT.

TALK TO US ABOUT THE OPTIONS THAT A STORE LIKE THIS -- REALLY A STORE ANYWHERE, GIVES OUR CUSTOMERS.

>> MATT: SO, I THINK ABOUT WHAT HAPPENED. IT WAS A TOUGH YEAR FOR ALL OF US.

[INDISCERNIBLE] CREATING MORE OPTIONS, KEEPING EVERYBODY SAFE. YOU CAN COME TO A STORE.

IF YOU'RE SOMEBODY THAT WANTS TO USE YOUR DEVICE OR YOU HAVE MORE QUESTIONS OR REQUIRES MORE TIME, YOU CAN SET UP AN APPOINTMENT.

LAST BUT NOT LEAST, IF SOMEBODY WANTS TO PICK UP A DEVICE AND GO, THERE'S CURBSIDE.

I DID CURBSIDE THE OTHER DAY.

IT WAS UNBELIEVABLE.

I LITERALLY GOT MY DEVICE IN TWO MINUTES AND WAS IN AND OUT.

>> ANDY: THE PROMO'S BEEN HOT.

IT'S ALL ABOUT BRINGING THOSE PHONES AND WE'RE EXPECTING QUITE A FEW.

>> MATT: WE DID SOME RESEARCH BEFORE WE DID THE PROMO.

CUSTOMERS WERE TELLING US, THEY DIDN'T KNOW WHAT TO DO WITH IT.

IT GOES BACK TO OPTIONS.

YOU KNOW THE SAFETY AND SECURITY YOU'LL GET, THE MOST VALUE YOU CAN FROM VERIZON THAN ANY OTHER CARRIER.

YOU HAVE FLEXIBILITY.

>> ANDY: THAT'S WHAT IT'S ABOUT.

MAKING SURE WE PROTECT THE THINGS THAT WE REALLY, EVERY DAY.

>> MATT: PEACE OF MIND, YOU KNOW WHERE YOU'LL GET THE BEST VALUE.

>> THAT'S WHAT IT'S ALL ABOUT.

THE CUSTOMERS AND THINGS THEY CARE ABOUT.

WE MAKE SURE THAT OUR V TEAMERS ARE FEELING LOVED AND ARE STILL INSPIRED.

>> THE FIRST THING I'D SAY, IT'S BEEN A CHALLENGING YEAR.

WHEN I THINK ABOUT OUR V TEAMERS AND OUR COMPANY, THE COMMUNITY WE LIVE IN, NOBODY RESPONDS BETTER THAN WE DID.

WE HAD ALL OF THESE HEADWINDS, BUT WE WERE ABLE TO ACCOMPLISH MORE IN 2020 THAN I CAN REMEMBER IN ANY YEAR IN MY 26-YEAR CAREER.

I'M SO PROUD OF THAT.

WHAT IT HAS DONE FOR US, WITH ALL OF THESE THINGS, WE ARE PIONEERING AN EXPERIENCE AND CREATING AN AWESOME EXPERIENCE FOR OUR CUSTOMERS.

WE'RE LOOKING FORWARD TO 2021 TO SEE WHAT WE CAN ACCOMPLISH.

LAST BUT NOT LEAST, I WANT TO THANK EVERYBODY OUT THERE.

WE'RE CONTINUING TO EVOLVE OUR EXPERIENCE AND WE COULDN'T DO IT WITHOUT YOU.

>> ANDY: WE'RE VESTED IN OUR V TEAMERS AND VESTED IN OUR CUSTOMERS.

I FIGURED WE'D END WITH THAT.

YOU KNOW --

>> MATT: I'M OUT ON THAT

[LAUGHTER]

>> ANDY: THANK YOU VERY MUCH.

WE'LL SEND IT BACK TO YOU.

>> DIANA: ANDY AND MATT, THANK YOU.

IT'S CLEAR THAT I MISSED OUT ON THE BEST MEMO, I'LL FIX THAT ERROR REALLY QUICKLY.

REALLY PUMPED TO HEAR FROM BOTH OF YOU TODAY.

ALL RIGHT NOW WE'RE GOING TO HEAD WEST AND MEET A RETAIL ROCK STAR.

TOP SELLING STORE FOR THREE WEEKS RUNNING AND V TEAM FAN FAVORITE FOR VERY GOOD REASON.

WELCOME TO UP TO SPEED, ROLAND BURNEY OUT OF CUPERTINO CALIFORNIA.

SO GOOD TO HAVE YOU WITH US.

FIRST QUESTION FOR YOU, RIGHT OUT OF THE GATE.

WOW, TOP STORE.

YOU HAVE TO TELL US THE SECRET TO YOUR SALES SUCCESS.

>> THE SECRET IS BEING CUSTOMER-FRIENDLY AND TRUSTING YOUR TEAM TO GIVE THE BEST EXPERIENCE PAIRED WITH ALL THE BEST SOLUTIONS.

>> DIANA: I LOVE THAT.

YOU HEARD EVERYBODY TALKING ABOUT THIS, IT'S IMPOSSIBLE TO AVOID ON SOCIAL MEDIA, THE PROMO THAT HAS EVERYBODY BUZZING, TRADING IN THOSE BROKEN PHONES, PHONES SITTING AROUND FOR BUCKS TOWARD YOUR NEXT DEVICE.

HOW HAVE YOU SEEN IT BE RECEIVED IN YOUR STORE AND HOW ARE YOU USING THIS PROMO TO ATTRACT NEW CUSTOMERS TO UPGRADE?

>> MY TEAM LOVES THIS.

I THINK IT'S PRETTY AWESOME THAT WE'RE LOOKING OUT FOR OUR GUESTS IN EVERY WAY POSSIBLE.

WE HAVE THIS CRAZY PANDEMIC GOING ON, WHERE EVERYBODY HAS A LOT ON THEIR MIND.

VERIZON'S ALLEVIATED SOME OF THAT STRESS AND ALLOWING YOU TO GET THE BEST DEVICE ON THE BEST NETWORK AND NOT WORRY ABOUT THE COST

SO, LIKE YOU SAID EARLIER, MOST PEOPLE ARE WALKING AROUND WITH A BROKEN DEVICE, NOW THEY CAN COME IN AND GET A BRAND NEW ONE THAT'LL WORK PERFECTLY EVERY TIME.

>> DIANA: I LOVE THAT, IT'S SO IMPORTANT TO STAY CONNECTED, ESPECIALLY AT TIMES LIKE THESE.

YOU SAID IT, 2020 WAS ROUGH.

BUT I FEEL HOPEFUL.

I THINK THINGS ARE LOOKING UP.

I CAN TELL THE V TEAM FELT THAT WAY THIS WEEKEND WHEN I CAME IN.

WHAT ARE YOU SEEING SO FAR REGARDING CUSTOMERS COMING THROUGH THOSE DOORS NOW?

>> WE'RE FINALLY SEEING OUR DOORS SWING OPEN.

IT'S PRETTY AWESOME THAT CUSTOMERS ARE COMING IN.

THEY'RE EXCITED TO SEE OUR FACES.

NOW, THE GREAT THING; WE'RE STILL BEING SAFE, WE'RE STILL MAINTAINING SOCIAL DISTANCING AND WE HAVE THINGS IN PLACE IN THE STORE TO KEEP OUR GUESTS AND OUR PEOPLE SAFE.

BUT, IT'S PRETTY AWESOME TO SEE PEOPLE COME UP.

THEY WANT TO SAY HI, THEY'RE WALKING THROUGH THE STORE AND EXCITED TO GET BACK TO NORMAL LIFE.

>> DIANA: I AGREE WITH EVERYTHING YOU SAID.

AGAIN, I'M GOING TO REITERATE.

YOU'RE KIND OF A BIG DEAL.

IT'S A BIG DEAL TO HAVE YOU LIVE WITH US ON UP TO SPEED AFTER ALL YOUR SUCCESS.

I'VE BEEN CALLING YOU COACH ROLAND FOR MANY REASONS.

ANY OTHER WORDS OF SUCCESS FOR THE V TEAM COMMUNITY?

>> ROLAND: EVERY DAY, WHEN WE TALK TO OUR TEAM, WE SAY "LEAVE IT ALL ON THE LINE."

IF YOU COME TO WORK AND FEEL YOU DID YOUR BEST, THAT'S ALL WE CAN ASK FOR.

FOR ALL V TEAMERS OUT THERE, I WANT TO SAY, I SEE GREATNESS IN YOU.

>> DIANA: THANK YOU, ROLAND, MY FRIEND.

IT WAS SO GOOD TO TALK TO YOU.

I CAN SEE WHY YOU GUYS ARE KILLING IT ON THE WEST COAST.

WE'RE GRATEFUL TO HAVE YOU REPPING AT A LEADER ON OUR TEAM.

SO GOOD TO TALK TO YOU

I'M SUPER EXCITED TO TAKE ALL OF YOU DOWN TO MY HOMETOWN, THE 305.

WE'RE GOING TO INTRODUCE YOU TO A V TEAMER THAT HELPED OPEN THE DOORS.

VIVIANA GORDILLO.

CONGRATS ON YOUR OPENING.

HOW ARE THINGS GOING SO FAR?

>> VIVIANA: WHAT CAN I SAY?

WE'RE IN SOUTH BEACH WHERE THE WEATHER IS ALWAYS WARM, IT'S ALWAYS SUNNY.

WE'RE FIVE MINUTES AWAY FROM THE BEACH AND WE'RE HAPPY TO SAY WE'RE FINALLY OPEN IN A VERY WARM LOCATION.

TRAFFIC'S BEEN PICKING UP.

LATELY, IT'S BECAUSE OF TRENDING TOPICS WITH THE AMOUNT OF VISITORS WE'RE RECEIVING.

WE'RE HAPPY TO SAY WE'RE FINALLY HERE TO OPEN SAFELY WHEN CUSTOMERS NEED US THE MOST.

>> DIANA: WE DID THIS RECENT SURVEY.

40% OF FLORIDIANS SAY THEY'LL DO AN EQUAL MIX OF IN-PERSON AND ONLINE SHOPPING A YEAR FROM NOW.

TO ME, IT SOUNDS LIKE THE PERFECT MIX FOR YOUR STORE.

WHAT SETS YOUR STORE APART?

>> VIVIANA: WE'RE IN A SPOT WHERE EVERYBODY WANTS TO COME VISIT.

SOUTH BEACH IS KNOWN WORLDWIDE.

I DON'T KNOW OF ANYONE THAT DOESN'T KNOW WHERE SOUTH BEACH IS LOCATED.

TO BE AT THE HEART OF 5G, IT'S AN INCREDIBLE THING TO OFFER.

WITH THINGS HAPPENING IN THE WORLD, WE'VE HAD TO CHANGE AND ADAPT IN NEW WAYS.

I CAN SAY THAT BEING IN A LOCATION WHERE WE'RE ABLE TO OFFER 5G HOME, ESPECIALLY HOW CUSTOMERS AND MOST PEOPLE ARE WORKING FROM HOME, A STUDENT HAVING TO LEARN VIRTUALLY, IT'S A GREAT THING WE HAVE TO OFFER.

WE HAVE THE RIGHT THINGS TO DO THAT.

>> DIANA: YEAH, AND EVERYBODY SPEAKS SPANISH.

>> WE'RE A MULTICULTURAL SCENE.

WE'RE ALL BILINGUAL

>>> OF US ARE TRI-LINGUAL.



BASICALLY, BESIDES THE LEADERSHIP TEAM, AND SOME FROM INDIRECT SOURCE, WE'RE A BRAND NEW TEAM.

WE'VE BEEN ABLE TO BUILD THIS TEAM FROM SCRATCH.

WE'VE BEEN ABLE TO COME TOGETHER.

WE HAVE UNIQUE SETS OF SKILLS.

WE'RE VERY KNOWLEDGEABLE INDIVIDUALS.

WE'VE BEEN ABLE TO ADAPT AND OBTAIN THAT ONE-TEAM M MENTALITY.

WE'RE KNOWN FOR DIVERSITY, RIGHT?

ONE THING THIS TEAM HAS IN COMMON IS OUR BACKGROUNDS.

OUR HISPANIC BACKGROUNDS AND SOMETHING WE'RE TAUGHT FROM VERY EARLY AGE IS TO SAY, FROM OUR CULTURE, MI CASA ES SU CASA.

WE MAKE ANYBODY FEEL AT HOME.

JUNIORS DIANA: I LOVE IT.

I'M WONDERING IF SOME DAY YOU'LL BE ABLE TO GIVE OUT PEPITOS AS WELL.

TELL US ABOUT YOUR VERIZON JOURNEY.

>> VIVIANA: I FELL IN LOVE WITH VERIZON IN VIRGINIA.

I HAD AN OPPORTUNITY TO COME TO SUNNY MIAMI.

MIDTOWN WAS ABLE TO SHOW GREAT SUCCESS, SOMETHING THAT STANDS OUT IN THIS DISTRICT IS THE SUPPORT WE HAVE TO TAKE ADVANTAGE OF OUR DEVELOPING PROGRAMS WHICH I'LL BE ABLE TO TAKE ADVANTAGE OF.

THE GENERAL MANAGER IN MID-TOWN WAS A GREAT MENTOR FOR ME. TOOK MY VERIZON CAREER TO THE NEXT LEVEL.

I WAS ABLE TO GET PROMOTED AS A SOLUTIONS MANAGER.

THIS TERRITORY IS DEFINITELY SHOWN, WE'VE BEEN ABLE TO DELIVER ASCENDING RESULTS, THE GAINING MARKET SHARES, ALLOWED US TO OPEN BRAND NEW STORES.

I CAN NOW SAY I'M PROUD TO OPEN A SECOND LOCATION IN MIAMI SOUTH DISTRICT AND WE DO IT LIKE, THE BEST WAY WE CAN DO.

OFFERING THE BEST CUSTOMER EXPERIENCE AND LIKE, MY GENERAL MANAGER ALWAYS SAYS, WE TREAT OUR CUSTOMERS WITH ROYALTY, SO WE CAN BE REWARDED WITH LOYALTY AND THAT'S OUR MOTTO AND HOW WE

LIVE IN THE MIAMI SOUTH DISTRICT AND THAT'S HOW WE'LL CONTINUE MOVING FORWARD.

>> DIANA: I LOVE THAT STORY.

THANK YOU SO MUCH.

I KNOW SHA SHAUN ALEXANDER IS VERY PROUD OF YOU AND YOUR TEAM FOR EVERYTHING YOU'RE DOING.

FOR EVERYBODY WATCHING AS WELL.

WE HAVE AN ARTIST FROM THE 305 IN MIAMI.

THERE'LL BE A QR CODE ON THAT WALL.

WHEN YOU PUT YOUR PHONE ON IT, YOU'LL BE ABLE TO SEE OUR V TEAMERS IN MIAMI COMING INTO THE STORE AND BEING KIND.

FOR YOUR STORY -- EXPLAINING HOW THINGS ARE GOING, I THINK IT'S GOING TO BE A GREAT STORE THERE IN SOUTH BEACH.

THAT'LL DO IT FOR US HEADING ALL OVER THE MAP, EXCEPT FOR THIS LAST NEXT PART.

I HAD THE GOOD FORTUNE OF BEING ABLE TO GO INTO A VERIZON STORE OVER THE WEEKEND AND THEY WERE SO SWEET, THE FOLKS AT BRIDGE WATER COMMONS MALL.

I SAID, YOU'LL NEED TO DO THE SIGNOFF FOR ME.

I WANT TO SHOUTOUT THE AWESOME TEAM AT BRIDGE WATER COMMONS.

THANK YOU FOR JOINING ME ON UP TO SPEED LIVE.

GUYS, TAKE IT AWAY.

>> UNTIL NEXT TIME... YOU'RE UP TO SPEED.

WHOO!