

Verizon
Up To Speed Live
Friday, August 14, 2020

Communication Access Realtime Translation (CART) captioning is provided to facilitate communication accessibility. CART captioning and this realtime file may not be a totally verbatim record of the proceedings.



Redefining Communication Access

www.acscaptions.com

—

>> As soon as someone tells me to defund the police, the next thing I say is give me your definition. We need to be talking about the same thing and clarity is important. If you're saying defund the police means disbanding the police department then you and I are not on the same team. Law enforcement is a prerequisite to prosperity and it should be done right.

[Music].

>> KATIE REGNER: Hey everyone that was a clip from the Real Talk session hosted by Verizon Media earlier this week which offered a range of perspectives on policing, protesting and social justice guests included Eric Adams the Brooklyn Borough President in New York City Michael Mata Dallas Police Association President and our own Mike Mason and Ramcess Jean-Louis. You can find the full replay of that conversation on the web. And speaking of real talk earlier this week on Up to Speed Jeremy got to chat with former NYPD Commissioner Bill Bratton about our amazing first responders. And yesterday we heard from Nicki Palmer about how 5G networks have the chance to transform transportation. Among other industries. But what do those two very different topics have in common? Well today we would like you to meet Vikas Sharma an exceptional V Teamer who bridges both worlds take a look.

[Music].

>> VIKAS SHARMA: My name is Vikas Sharma. I joined Verizon last year as business development manager in the Verizon Smart Communities division. I grew up in India so traffic congestion over there is horrendous I always used to think why is there so much congestion why am I spending the time I could spend with my family sitting in a

car that's what really drove me to this field how do you really solve congestion problems by using technology the U.S. roadway system is one of the biggest networks in the world so just the idea of installing sensors along the entire network of roadways about \$180 billion just an estimate on top of that the maintenance could be horrendous as a communication provider we have an alternative play here everybody is traveling with a cell phone in their pocket how do we leverage the wireless network that we have the cell phone as a sensor and do the same thing with minimal investment in terms of sensors on to the roadway we have actually done testing to prove that it actually works.

>> I think he's an employee, a team member, with high degree of ethics I think he's a really, really goat role model for the rest of the team because he is so driven. His background in public sector is something that has come to us as a huge asset he comes at it from a standpoint of how can we actually work together and always partner together to make a our communities better places for us to live and work.

>> VIKAS SHARMA: I come from a very patriotic family I grew up in India my uncle was a major in the Army I saw that our Armed Forces have to really sacrifice a lot so everybody can live safely. And I was really very drawn to that essentially I used to commute to downtown Los Angeles and I would take the train every day and developed some friendships with some of the Los Angeles County deputies that were on the train I became a volunteer in 2017 I believe. And I also was looking at the time on what kind of technologies the department was using. And I felt those systems were really archaic so I thought maybe there's an opportunity to here to bridge that gap as well I had some conversations with the Sheriff's Department on the use of technology. And combating crime. And I was always given the feedback that hey you know it would be great if somebody like you could actually join our ranks. So I would have to go run from my office all the way back to the academy and be there at 5, 5:30 I would be there until midnight. I put in an application with the department. And I was sworn in in February of this year. As a reserve deputy you work 20 hours a month I handle that mostly on my personal time which is the weekends you have to be on top of your attention at all times no margin of error here 99.9% of the officers or deputies you see out there they are doing it because they are passionate about serving and protecting not for the money I think as citizens we need to be respectful of that I'm an employer that actually works with the department so I'm really grateful to be part of the team that supports what I want to do. In my own personal time.

I really like working here I have one of the best bosses I could ask for been a wonderful partner so far.

>> KATIE REGNER: Speaking of exceptional V Teamers today's installment of our My Why series feature's California's Amanda Kegley a multi-talented district manager whose promotional hashtag of choice may be trending by the end of this segment.

Let's get to know Amanda.

[Music].

>> AMANDA KEGLEY: My name is Amanda Kegley I've worked with Verizon for 12 years and I'm a district manager in Orange County California.

[Music].

>> AMANDA KEGLEY: I live in Laguna Niguel with my family. My fiance, Abigail and our children. Dance parties. Cookouts. Fashion shows. You name it, we have done it. It really sparks my joy being with them. I worked at GTE. As a part-time sales rep. I loved the excitement and the challenge that came with learning the technology. A lot of my friends who worked at Verizon were sharing with me some of their experiences. It got me curious. And I went to a job fair. And left as a Verizon employee.

What inspires me every day is the culture that we have built here at Verizon. I feel safe sharing my story. And being myself in my workplace.

The investment that has been made on my own personal and professional development is one of the most rewarding experiences for me.

I feel like #AmandaforDirector could go viral after this any next step in my leadership career I'm looking forward to and I know I'll be challenged all along the way.

I love cooking. I spend a lot of time making recipes for my friends and family my neighbors. I also love art. And in any way I can get my hands on a medium, I'm out there doing it. This is an amazing company. That cares about their employees. Is in service to their customers. And shows up for their community. I think it's such a great experience to be able to come to work and work with a group of people that accept me for who I am. I could not be more proud to be part of this organization. And represent them every day.

[Music].

>> KATIE REGNER: Amanda and V Teamers like her are just one of the reasons that we have a -- as a company continue to be so successful after 20 years speaking of our 20th Anniversary be sure to keep watching our Next20 series which focuses on the issues that will define the next 20 years. In the next episode debuting next week Sibille Marcellus from Yahoo Finance hosts a two part panel on how small businesses can rise up and rebuild it should be a great discussion that will debut on Tuesday August 18th next order of business have you shared your Friends & Family code yet? Well, you've still got time here is Jeremy with a little help from an expert on how you can do it.

>> JEREMY GODWIN: You all know recently we introduced our Friends & Family discount we can offer it to our nearest and dearest who haven't picked Verizon yet to switch to us to get the best discount on both mobile and home service I need some help doing this Haley Stewart one of my friends from the telesales group joining me now Haley how are you and how do you close the deal how do you tell people to switch to Verizon.

>> HALEY STEWART: I am doing great thanks for asking so as far as switching to Verizon it's really easy I like to ask what is it that you're looking for out of your cell

phone company service. Is it Mix & Match plan that's something that we have. We have several different unlimited plans available for our customers to cater to their needs if you're a gamer and a streamer you might need our Greatest Get More plan if you're not so much that we have our start unlimited plan as well as our Just Kids plan for our kids out there. So really we have different things to cater to your needs as far as your streaming goes. As well as other benefits that we have. With having Verizon service. With those unlimited plans we do have Apple Music everybody loves listening to music and most people have Apple phones but even if you have a Samsung phone you can still get the Apple Music that's super awesome there we do have the Disney+ which everybody loves that I do especially catching up on my movies and things like that that's a great initiative there as well we also have the Verizon visa card which is recently what we launched I love that you get a discount with auto pay with a Visa card that's the only credit card you can use to pay your bill you also get Verizon dollars that's super awesome as well just by paying your bill and whatever purchases you need to protect your devices you get extra points with that and then of course the service you want the latest and greatest and best service there is. And we have won time and time again the No. 1 service. So those are just points that I kind of call out. And it really works for me.

>> JEREMY GODWIN: Sounds like a lot of reasons to switch, a lot of good next for me to keep in mind. So in your circle, your friends and family, who were the lucky ones to get your codes.

>> HALEY STEWART: I recently just got my two best friends they just switched service we found them an awesome deal and they got a great statement on there so that worked out for us as well as my mom and my sister so we got them on over, as well.

>> JEREMY GODWIN: Nice a whole bunch of people you don't really have any more codes to use.

>> HALEY STEWART: One left.

>> JEREMY GODWIN: Just kidding I'll take care of my own anything else I can do to get people to switch.

>> HALEY STEWART: Really just tell your story just tell them all of the great things that you benefit from with Verizon and how awesome your service is everywhere you go and all of the cool purchases you get just with paying your bill and being a loyal customer and all of the great things we have are really good selling points there.

>> JEREMY GODWIN: Customers can combine these with our latest and greatest device promos as well you can see all of those at [Verizon.com/deals](https://www.verizon.com/deals) don't forget if you're a FiOS home customer you can also take advantage of Friends & Family and also get the great mobile and home discount Haley Stewart from our teleSales Team thank you so much I appreciate you.

>> HALEY STEWART: Thank you.

>> KATIE REGNER: You can get your codes right in the My Verizon app or in VZ Web or on the Street and another good reason customers choose Verizon is of course VerizonUp right now customers can get amazing accessories and more sweet discounts right in the My Verizon app but not only deals customers donated \$2 million to no kid hungry and contributed to our charities like the American Red Cross the Arbor Day Foundation Donors Choose and more nicely done that will do it for us today have a great weekend everyone until next time, you're up to speed.
[Music].