

Elizabeth "Liz" A. Gregg



**OBJECTIVE**

To be part of a team where I will be able to leverage my high-level relationships in Public Safety, State and Local Government.

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I have lived in Hawaii since my youth and understand the culture and how business is conducted in Hawaii, which has proven extremely beneficial for my career. This also works well with the Pacific Territories. I have been managing high level relationships at the State and Local Government in Hawaii since 1991.

I have worked independently since 1997 reporting to management on the mainland while effectively collaborating with my team members to support our customers and meet the needs of the business.

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**EXPERIENCE**

2020 - Present      AT&T      Hawaii & Pacific Territories  
Lead Client Solutions Executive 3  
Responsible for consulting with first responders and those agencies that support them on the technical products, services, applications, and solutions that the FirstNet program has to offer based on their specific needs. Prepare presentations to educate agencies on the FirstNet network and the key differentiators the FirstNet network provides. Collaborate with leadership to develop strategic territory module goals to meet the design of the FirstNet organization for Hawaii, American Samoa, Commonwealth of the Mariana Islands and Guam.

2018 - 2019      AT&T      Honolulu, HI  
Client Solutions Executive 3  
Establish and maintain influential relationships at all levels within the organizations I manage. Responsibilities include owning the customer relationship while generating existing and or new sales to customers of AT&T products, services, and solutions to solve the customer's strategic business priorities while ensuring customer satisfaction. Scheduling customer visits with existing and prospective customers to develop new accounts while maintaining and growing the revenue of existing accounts. Partner with

clients to understand their business needs, issues, strategies and priorities in order to deliver value-added business solutions. Sell to Excel and Diamond Club 2018.

2015 - 2018                      AT&T    Honolulu, HI

Strategic Account Lead 3

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2010 - 2015                      AT&T Mobility    Kailua Kona, HI

Universal Account Manager

Responsibilities include planning, organizing, developing, and executing strategic solutions to target and develop new business with existing and new customers. Maintaining and growing current revenue within the module by selling customers on the wide variety of solutions that AT&T offers. Partnering with internal colleagues to assist the customer in understanding our solutions and uncovering business needs. Maintaining and growing customer relationships within the module. Responding to RFP's and managing complex sales and implementations.

2004 - 2010                      Cingular Wireless & AT&T Mobility    Kailua Kona, HI

Government Account Executive

Responsibilities include planning, organizing, developing, and executing strategic and tactical programs to target and develop new business customers and retain accounts assigned to my module. Possess knowledge of the latest wireless products and solutions, ensures that the needs of my customers are addressed to the fullest potential. Activities include cold calling, tradeshow, customer meetings and training.

2001 - 2004                      AT&T Wireless    Kailua Kona, HI

Business Care Manager

Provided world-class customer care to high valued business and government customers in the State of Hawaii. Built relationships with telecommunication managers and key contacts of the various businesses or departments. Probing and selling customers on features and technology to meet their business needs. Assisted customers with billing inquiries, analysis and reporting, equipment, roaming, features, network coverage, and all aspects of wireless troubleshooting. Built loyalty by understanding customers industry, culture, and competition. Retained top revenue generating business customers by proactively identifying opportunities for care solutions.

2000 - 2001                      AT&T Wireless    Kailua Kona, HI  
Market General Manager  
Worked extensively with AT&T Wireless transition teams to successfully migrate from US Cellular platforms, procedures, and products onto AT&T standards for the Hawaii 3 Market. Responsible for market growth, penetration, revenue, and customer retention.

1997- 2000                      US Cellular, Hawaii 3    Kailua Kona, HI  
Market General Manager  
My territory was the Island of Hawaii with operations in Hilo and Kona. Responsible for managing and monitoring the sales teams (indirect, direct, and retail), customer service, administrative and fiscal functions of the market (budget preparation), to ensure efficient and effective work flow to meet market objectives (cash flow, customer growth and retention and P&L). During my tenure, increased market penetration by 41% and revenue by 80%.

1995-1997                      US Cellular, Hawaii 3    Kailua Kona, HI  
Manager of Customer Service and Administration  
Responsible for planning, controlling, and managing, all customer service and administrative activities and staff in the business office within the framework of established company policies. Responsible for all facets of HR, including intergrading local and corporate policies, performance reviews, recruitment, retention, labor laws, unemployment, etc. Supported the Market General Manager in performance and planning. Awarded 13 ECSA awards in best performance, customer retention, highest company score, and accounts receivable. Awarded "Best Controlled Office" by auditors in 1995 and 1996.

1992 -1995                      US Cellular, Hawaii 3    Kailua Kona, HI  
Administrative Manager  
Responsible for managing administrative office functions including inventory control, billing, accounts receivable, accounts payable, monthly reconciliation, customer service, human resources, and all facets of reporting. Received seven (7) "Excellence in Customer Service" Awards in Best Market Performance.

1991-1992                      US Cellular, Hawaii 3    Kailua Kona, HI  
Customer Service/Retail Sales  
Responsible for acquiring new customers, servicing existing customers, inventory control, assisted installer, the direct/indirect sales channel, and prepared reports as required by management.

Volunteering in our community:

1991 - 2005 - Ironman Triathlon, Communications Director

1993 to present - Blood Bank of Hawaii (9+ gallons)

2003 to present - Lavaman Waikoloa Triathlon, Awards and Communication Director

2007 to present - Sayre Foundation - Board member, our foundation raises funds for the Hawaii Fire, EMS and Water Safety departments on Hawaii Island. These funds are used to purchase tools and training that their county issued budget does not cover.

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