



STATE OF TEXAS VERIZON ACCOUNT TEAM

ACCOUNT MANAGER

- Verizon Account Team Lead
- Account planning responsibilities

Colleen Parker
Corporate Account Manager
512/869-2240 (office)
512/845-4840 (cell)
colleen.parker@verizon.com

Mark Meyer
Regional Sales Manager
972/719-3204
mark.meyer@verizon.com

Tim Hinson
Regional Sales Director
972/719-3144
tim.hinson@verizon.com

COORDINATOR –BUSINESS SALES SUPPORT (CBSS)

- Support Global Account Manager
- Prepare paperwork/contracts for order processing
- Coordinate/Escalate complex network services for order fulfillment

Stefanie Garcia
CBSS
972/719-3295
stefanie.garcia@verizon.com

Elgin Garcia
Supervisor
972/719-3285
elgin.garcia@verizon.com

DeAnn Stahl
Manager
972/719-3185
deann.stahl@verizon.com

BUSINESS-SALES SUPPORT SPECIALIST

- Single Point of Contact for order issuance/tracking across the Verizon Footprint
- Assist customers on a day-to-day basis with information requests including product service inquiries and order status
- Support/facilitate billing inquiries

Richard Estrada
BSSS
866/389-1450
richard.estrada@verizon.com
irving.bcc.order.entry@verizon.com

Tiffany Skorstad
Supervisor
972/893-4415
tiffany.l.skorstad@verizon.com

Jill Fisher
Manager
972/893-4481
jill.fisher@verizon.com

SERVICE MANAGER

- Interface across Verizon Footprint for 3rd level escalation for Repair/Provisioning
- Available 24x7

April Lucus
Service Manager
972/893-4490 (office)
972/841-0765 (cell)
april.lucus@verizon.com

Joe Kasmerchak
Manager
715/847-1758 (office)
608/345-9670 (cell)
joe.kasmerchak@verizon.com

Norma Lee
Director
740/383-0177
norma.lee@verizon.com

CUSTOMER OPERATIONS

- Operations Manager

George Henry
Local Manager
979/694-4744 (office)
979/820-0441 (cell)
george.c.henry@verizon.com

George Henry
Area Manager
979/694-4744 (office)
979/820-0441 (cell)
george.c.henry@verizon.com

Patricia Barry
Director
972/717-2250 (office)
214/587-7598 (cell)
patricia.f.barry@verizon.com

REPAIR

- 24x7 Contact number for any out of service or trouble issues regarding phone service

800/483-8860 (Network)

800/303-7637 (VADI/FRAME/ATM)

*****ESCALATION*****

- 1ST Level
- 2ND Level
- 3RD Level

Ask for Floor Supervisor
Ask for Department Manager
April Lucus (972/841-0765)

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Ask for Department Manager
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