Tami Erwin
Executive Vice President – Wireless Operations

Tami Erwin is executive vice president for operations of the largest wireless company in the United States, and is responsible for nationwide delivery of industry-leading service for consumer and business customers.

She began her telecommunications career as a wireless-customer service rep, an experience that formed the foundation of her passion for great service and those who deliver it.

Most recently, Tami was Verizon senior vice president and group president of the company’s Consumer and Mass Business (CMB) Markets line of business. She was responsible for all sales, marketing, operations, and customer service strategy for voice, data, and video services in Verizon’s wireline footprint. Prior to this role, Tami was president of National Operations for CMB, responsible for teams leading sales, field operations, and technical support, as well as global tech support centers and alternate-channel sales vendors.

Previously, she was vice president and chief marketing officer for Verizon Wireless, responsible for all marketing initiatives, and for developing and managing mobile products and services. She led the company’s brand management, media buying, agency management, and website integration functions.

Tami has held a number of leadership assignments within Verizon Wireless, including as West Area president, Washington/Baltimore/Virginia Region president, Southwest Region president, and Customer Service vice president. She’s held a series of other management assignments, and served on an international team implementing cellular service in Hungary.

Tami attended Pacific Union College in Angwin, California, majoring in Business Administration, and graduated from the Executive Program at the Stanford School of Business.

In addition to being the mother of two, Tami is a three-time winner of the Verizon President’s Cabinet Award for sales achievement. She received the Women of Excellence Award in Community Service for 2011 from the National Association of Female Executives and was honored by Ad Age as a Woman to Watch, 2013. She serves on the Paley Media Center Board of Trustees and is a board member of the Verizon Foundation. Tami also served on the board of Child Help, Orange County Chapter, served as the vice-chairman of Chrysalis in Phoenix, Arizona and Vice Chair of CommNexus in San Diego.

Tami is a passionate speaker on the topics of leadership and professional development, customer service excellence, domestic violence awareness and prevention, and the empowerment of women and other minorities in business.

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