
GREG UTTERBACK

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ACCOMPLISHED BUSINESS EXECUTIVE

- Highly motivated and experienced executive skilled in orchestrating enterprise business operations, with focused subject matter expertise in sales, operations, team leadership, and strategic planning.
- Demonstrated record of results managing key client relationships to drive revenue growth through initial contracts and renewals. Serves as a trusted advisor for the entire customer lifecycle.
- Visualizes broad situations and executes focused strategies through exceptional leadership, with a command of the details necessary to ensure the successful resolution of complex issues. Skilled in quick-thinking and devising creative solutions to complex problems, capturing increased efficiency and productivity.
- Company founder that grew business to over \$30M in revenue and sold to a strategic buyer for over \$100M.
- Increased EBITDA by 20% through personnel optimization and price enhancements.
- Led a team with a 95% annual renewal rate for all contracts.

CORE SKILLS AND COMPETENCIES

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|------------------------|----------------------------------|---------------------------|
| • Executive Management | • Team Management | • Relationship Management |
| • Project Management | • Revenue Growth | • Customer Support |
| • Customer Training | • Strategic Planning & Execution | • Call Center Management |
| • Human Resources | • Operations Management | |
| • Business Development | • Sales Strategy | |

SELECTED EXECUTIVE ACHIEVEMENTS

- **SECURUS MONITORING, AN AVENTIV COMPANY** – Oversaw sales, marketing, customer operations, customer training, expert testimony, and government relations, supervising a team of directors managing each department.
- **CORNELL COMPANIES, INC.** – Led business development for an operator of correctional facilities under contract with state and local governments, after previously directing operations of 11 community correctional facilities in Alaska and California.

EXECUTIVE EXPERIENCE

SECURUS MONITORING – AN AVENTIV COMPANY, HOUSTON, TX

(2019 to May 2023)

Chief Development Officer

Led the transformation of the electronic monitoring division to align with new parent company values and served on the Executive Leader Council. Served as a trusted advisor to clients, educating key stakeholders on the value proposition of GPS monitoring technology to supervise offenders who have been released to the community. Served as the architect of a formal strategy to address and resolve customer issues, exceed expectations, and ensure the overall quality of the client experience.

- *Served as the only remaining founder of predecessor company, mentoring institutional knowledge to new leaders within division and parent company.*
- *Implemented a full remote operation of all customer-facing associates within 30 days due to COVID. Division remains a fully remote operation, except for product manufacturing.*
- *Led the product management team for existing and future products and services with the introduction of a new supervision device in 2019 and a increased agency efficiency by 10%.*
- *Established and served as Executive Sponsor of an Employee Resource Group for Aventiv resulting in an active participation of over 100 associates.*

SATELLITE TRACKING OF PEOPLE LLC, BY SECURUS TECHNOLOGIES, HOUSTON, TX**(2013 TO 2019)****CHIEF DEVELOPMENT OFFICER**

Integrated Satellite Tracking of People LLC into new parent company. Continued to lead the strategy and execution for all facets of business development and assumed the responsibility of customer operations and support. Maintained authority over a team of directors overseeing each department and an annual budget of \$10 million.

- *Identified and recruited top-performing sales executives to lead account executive and account management teams increased new and organic sales of 21% in the first 12 months.*
- *Directed all division operations including accounts receivables and collections, Human Resources, and office operations. Assisted with the relocation of office, expanding square footage by 50%.*
- *Reorganized customer support to better align with customer needs resulting in increased efficiency and a 10% annual reduction in overhead.*
- *Assisted with the creation of operations metrics to increase productivity by 18% in 12 months.*
- *Assisted clients in developing funding requests and providing testimony to state and federal legislative bodies resulting in \$5 million in grants received.*

SATELLITE TRACKING OF PEOPLE LLC (STOP), HOUSTON, TX**(2004 TO 2013)****CHIEF DEVELOPMENT OFFICER**

Led vision, strategy, and execution for all facets of business development and customer relationship management for the premier provider of electronic monitoring solutions used by government agencies to support community supervision programs. Scope of accountability included the innovation of strategic roadmaps for sales, marketing, and government relations.

- *Founding sales executive responsible for the introduction of a new, unproven product to the criminal justice industry growing from zero revenue to \$30 million in eight years.*
- *Created and mentored a sales and account management team of 11 associates increasing revenue by an average of over 30% per year.*
- *Established and guided the marketing program making STOP the largest provider of advanced GPS supervision technology within 5 years.*
- *Responsible for developing a proposal template and submissions resulting in a success rate of 60% over the first five years after founding.*
- *Coordinated government relations and legislative testimony in nine states resulting in the passage of legislation providing more tools for government agencies to supervise high-risk probation and parolee populations.*
- *One of three executives to participate in over 15 management presentations resulting in the sale of the company to a strategic buyer for over 9x EBITDA.*

CORNELL COMPANIES INC., HOUSTON, TX**(1997 to 2004)****Managing Director, Business Development**

Fulfilled a critical role driving revenue and maintaining client relationships for this correctional facilities operator under contract with state and local governments, overseeing proposal development, site selection, and government relationships. Joined the company as an Operations Analyst before transitioning to field work in the secure detention, community corrections, and juvenile corrections divisions. Returned to the corporate office to identify operational efficiencies that led to over \$20M in savings.

- *Supervised operations of 11 community correctional facilities in Alaska and California, growing revenues over 20% with 18 months. Additionally, managed the transition of four federal halfway houses from competitor to Cornell in 2 months.*
- *Maintained compliance across all facilities with corporate and client standards, as well as the requirements of accreditation organizations.*
- *Led six-month projects to establish two new juvenile justice residential facilities.*

Early Career

Merchandising Manager, Fossil

EDUCATION

UNIVERSITY OF TEXAS MCCOMBS SCHOOL OF BUSINESS

Bachelor of Business Administration in Finance, Concentrations in Accounting and Marketing

PROFESSIONAL AFFILIATIONS

Prior Region Six Vice President, International Community Corrections Association

Member, American Correctional Association's Community Corrections Committee

President, Winlow Place Civic Club

Founding Member of the Community Corrections Education Initiative