

EMILY THOMPSON



INSURANCE SALES AGENT

Phone: (312) 555-8765

Address: Chicago, IL

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Energetic and driven individual seeking to launch a career as an insurance sales agent. Strong communication and interpersonal skills developed through customer service roles. Eager to learn about insurance products and committed to building long-term relationships with clients to drive business growth.

EXPERIENCE

January 2022 - December 2024

Comcast / Chicago, IL

Customer Service Representative

- Assisted customers with product inquiries and service issues, consistently exceeding customer satisfaction goals.
- Managed customer accounts and performed basic troubleshooting for product setup and issues.
- Delivered excellent service, which helped increase customer retention by 5% in assigned territory.
- Processed transactions and maintained accurate records of customer interactions.

EDUCATION

Bachelor of Science in Finance

DePaul University, Chicago, IL

Graduated: December 2022

LINKS

LinkedIn: [/in/emily-thompson](#)

COURSES

Life and Health Insurance License, Illinois Department of Insurance

January 2025

State Farm Insurance Certification

March 2024

LANGUAGES

Spanish (Fluent)

French (Intermediate)