

# TOM EAR

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## SUMMARY

Versatile professional with a proven track record in improving customer service by meeting customer needs in a timely fashion. Expertise in analysis, customer service, data processing, and presentations. Excellent communication, problem solving and attention to detail skills. Able to manage multiple tasks in a fast paced environment. Driven to exceed business and customer expectations to meet organizational goals.

## PROFESSIONAL EXPERIENCE

**LOCKTON COMPANIES, LLC, Chicago, IL**

**2007 – 2008**

### Technical Services Assistant

- Assisted in the renewal process by processing renewal certificates, obtaining driver information and preparing auto ID cards for distribution to hundreds of locations.
- Provided support for new and renewal business processes as requested by clients and unit associates.
- Reviewed initial policies for accuracy and then distributed them to clients.
- Provided monthly and quarterly loss reports to senior management to help identify specific loss exposures and suggested implementing loss control strategies to reduce claims throughout the year.

**JPMORGAN CHASE, Chicago, IL**

**2005 – 2007**

### Personal Banker

- Recognized as “Chase At Work Champion,” the highest honor bestowed upon one personal banker in each branch. Visited other Chase branches weekly and demonstrated to other personal bankers how to attract new clients and encourage new accounts.
- Led the district in loans with \$1.75M closed in March 2007.
- Built, retained and expanded customer relationships by discovering needs, making appropriate recommendations and completing sales.
- Maximized profitability of customer relationships by partnering with sales specialists who provided alternative financial services.

**FIRST INVESTORS CORPORATION, Libertyville, IL**

**2004**

### Financial Services Representative

- Graduate of First Investors training program, which included studying for appropriate licensing, role-plays, scripting and product focused presentations.
- Analyzed client’s financial status. Advised and proposed individual investment plans geared towards achieving client’s financial goals.

## EDUCATION

B.S., Marketing, minor Insurance, Illinois State University, Normal, IL, 2004

## ORGANIZATIONS AND PROFESSIONAL LICENSES

Series 6, Series 63, and Life & Health Insurance Licenses  
Gamma Iota Sigma, Insurance Organization  
Katie School of Insurance  
ARM 54