

JEFFREY B. LUKEN, CPCU

120 West Third Street
P. O. Box 8006
Alton, Illinois 62002
618-462-9211

PROFESSIONAL SUMMARY

Independent Insurance Agent
32 Years Experience
Handling Insurance Needs of Small to Medium Sized Businesses and Families
Strong Background Dealing with the Public
Proven Ability to Manage People and Sales Growth
Award Winning Sales and Service
1200 Agency Customers.

PROFESSIONAL EXPERIENCE

President
The Luken Agency, Inc., Alton, Illinois

Responsible for:
Sales and Customer Service Provided to Agency Clients
Financial Management, Billing, Collections and Company Payables
Claims Management and Claims Service to Clients
Responsible for Agency Technology

CERTIFICATIONS AND AWARDS

Awarded CPCU (Chartered Property Casualty Underwriter)
Designation October 1983
(CPCU held by less than 2.5% of Insurance Industry)

Member of American MENSA, Ltd.

Pekin Insurance "Underwriter of Merit" – 19th Year

Auto-Owners Insurance "The Better Way Agency" – 2nd Year

PROFESSIONAL EDUCATION

CIC - Personal Lines
CIC – Life & Health
Pekin Insurance Agency Management School
General Casualty Companies Home Office Schools
Western Casualty Home Office Schools
Western States Ins. Co. Agents Council
Five PIIAI Sponsored E & O Courses (5)
Oberlin College 3 Week Insurance School
PIIAI State Conventions Annually
CPCU National Conventions
Various other courses and seminars needed to satisfy
15 Hours Continuing Insurance Education Annually

PROFESSIONAL AFFILIATIONS

Society of CPCU
St. Louis Missouri Chapter of the CPCU

Independent Insurance Agents of Southwestern Illinois

Professional Independent Insurance Agents of Illinois

FORMAL EDUCATION

Masters of Science in Insurance Management
Boston University
Boston, MA
2006

Bachelor of Science in Finance
Illinois State University
Normal, IL

VOLUNTEER ORGANIZATIONS

UNITED WAY FUND DRIVE

SIGMA PHI EPSILON FRATERNITY
District Governor State of Illinois
Responsible for Fraternity Alumni Boards
At 7 University and Colleges throughout Illinois

SUMMERS PORT SWIM CLUB
Secretary
Vice-President

LEWIS & CLARK COMMUNITY COLLEGE
Member, Scholarship Fund Raising Committee

ST. AMBROSE PARISH

GRANITE CITY YOUTH HOCKEY
President

ST. LOUIS AMATUER BLUES
AAA Youth Hockey Organization

STL ELITE HOCKEY, INC.
Owner - President

EAST ALTON CIVIC RINK MANAGEMENT, INC.
Vice President
Board oversees operations of local civic ice arena.