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| Michael Johnson | | |
| Summary  Experienced insurance professional with over 10 years in the industry. Expertise in risk management, client retention, and developing high-performing teams. Committed to delivering exceptional service and maximizing profitability.  Work Experience  **Senior Insurance Agent Jan 2018 – Present**  Global Insurance Group New York, NY   * Spearheaded initiatives that increased overall sales by 50% and profitability by 35%. * Mentored a team of 15 agents, leading to enhanced performance and lower turnover rates.   **Insurance Manager Mar 2012 – Dec 2017**  Best Insurance Co. New York, NY   * Implemented new training programs that improved team productivity by 20%. * Developed and maintained strong client relationships, resulting in a 30% increase in account renewals.   Education Master of Business Administration Jan 2011 *Columbia University**New York, NY*  certifications   * Certified Insurance Counselor (CIC) – National Alliance for Insurance Education & Research – 2015 | Contact  (345) 678-9012  michael.johnson@example.com  New York, NY 10001  Skills  Leadership  Strategic Planning  Risk Assessment  Client Retention  Training and Development  Sales Forecasting  Insurance Regulations  Networking |