

VENTRELL THOMPSON

Thompson is vice president of Customer Service for Entergy Arkansas, a role he served as interim since August 2021. In this role, he is responsible for all aspects of customer service in the Entergy Arkansas service territory, leading a team of customer service professionals who are responsible for meeting the needs of all residential, commercial, governmental, and industrial customers across the state.

He began his utility career with Entergy Services in 2002 as an analyst. In 2012, Thompson joined the Regulatory Affairs team where he held various positions responsible for managing regulatory proceedings, such as rate cases and Formula Rate Plan filings with the Arkansas Public Service Commission. Beginning in 2019, he served as Region Customer Service Manager for the company's largest commercial and industrial customers, as well as city and county public officials.

Thompson holds a Bachelor of Science in Business Administration with a major in Accounting from the University of Arkansas at Fayetteville and a Master of Business Administration from John Brown University.

He and his wife, Joy, a longtime educator in the Little Rock School District, have two sons, Caleb and Chase. He is a member of Kappa Alpha Psi Fraternity and serves on the boards of the Arkansas Single Parent Scholarship, American Association of Blacks in Energy, Arkansas Black Hall of Fame, and 100 Black Men of Greater Little Rock. He's also an alumnus of Leadership Greater Little Rock and Leadership Arkansas.