Jasmine Reed

Account Associate

Account Associate with 13 months at a busy agency serving 3,100 auto, home and renters insurance customers, plus 2 years as a part-time bank teller. Answers coverage and billing questions, reports new claims to carriers, and processes policy renewals with care. Licensed Georgia Property and Casualty agent with a BBA from Georgia State.

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Atlanta, GA

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Experience

Account Associate

09/2025 - Present

Peach State Insurance Group — Atlanta, GA

Multi-line insurance agency with 2 offices in metro Atlanta.

- Handle about **50** calls and walk-ins a day on coverage, billing and ID cards for 3,100 customers.
- Report 30 auto and home claims a month to carriers and follow up until an adjuster is assigned.
- Process policy renewals and changes, lowering open renewal tasks from 120 to 35 within 3 months.
- Write renters insurance quotes for apartment residents and turn about 1 in 3 into a bound policy.

Bank Teller (Part-Time)

06/2023 - 08/2025

Fulton Community Bank — Atlanta, GA

Community bank branch, worked part-time during college.

- Completed about 120 transactions a shift and balanced the cash drawer to the penny on 98% of shifts.
- Referred 40 customers to bankers for loans and savings products over 2 years.
- Built customer relationships with regular business clients and earned 3 service recognitions.
- Provided customer service in English and Spanish to walk-in and drive-through customers.

Certificates

Property and Casualty Agent License

08/2025

Georgia Office of Insurance and Safety Fire Commissioner

Skills

- Auto Insurance
- Home Insurance
- Renters Insurance
- Policy Renewals
- Claims Reporting
- Customer Relationships
- Microsoft Office
- Cash Handling
- Customer Service
- Communication Skills

Education

Bachelor of Business Administration

05/2025

Georgia State University

Atlanta, GA

Risk Management and Insurance