





Kelli Hopkins

Auto Insurance Claims Adjuster

CONTACT

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 Atlanta, GA

PROFESSIONAL SUMMARY

Auto Claims Adjuster with over 8 years of experience in evaluating and managing automobile insurance claims. Adept at inspecting vehicle damage, negotiating settlements, and maintaining excellent client relationships.

EXPERIENCE

Auto Claims Adjuster

Geico Insurance / Atlanta, GA

2019 - Now

- Handle an average of 70 auto claims per month, ensuring accurate and timely processing.
- Inspect vehicle damage and assess repair costs in collaboration with auto body shops.
- Negotiate settlements with policyholders and third parties to resolve claims efficiently.

Junior Auto Claims Adjuster

Progressive Insurance / Atlanta, GA

2016 - 2019

- Assisted senior adjusters in managing auto claims, including field inspections and claim evaluations.
- Provided support in reviewing policy coverage and determining liability.
- Improved claim processing times by implementing streamlined procedures.

EDUCATION

Associate Degree in Insurance Studies

Georgia State University, Atlanta, GA

2012 - 2015

Certifications

- Licensed Insurance Adjuster in Georgia, *Licensed: May 2016*
- Auto Claims Adjuster Certification (ACAC), *Certified: August 2018*

AWARDS



"Top Performer" for claims resolution efficiency, 2022



Successfully reduced average claim processing time by 15% through process improvements