

Sabrina Herrera

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EXPERIENCE

Accenture

Remote, CA

Licensing Specialist

May 2022 – Present

- Started with AIG and retained through 2 major transitions. AIG's Life and Retirement branch, separating off to become Corebridge Financial (October 2022), followed by Corebridge Financial's partnership with Accenture to offshore 90% of its labor force, then, officially rebadged to Accenture in August 2023
- Validate and conduct due diligence for new agents and business in-house while consistently exceeding KPIs with over 115% production and above 98% Quality
- Remotely train and mentor over 20 offshore trainees, ensuring their successful integration into the company's operations.
- Perform QA and coaching for the team while catching and correcting errors before they roll downstream to other systems, preventing costly data fixes and critical privacy violations
- Revamped and redesigned job aids to enhance clarity, conciseness, and organization, leading to a 18% improvement in team production metrics and an 11% increase in quality performance.
- SME for multiple department wide projects including OCR development and training plan improvement

Freelance

Los Angeles, CA

Creative Services

Apr 2017 – August 2022

- Designed and hand painted signs for local businesses, marketing, and private commissions, ranging from small-scale to 30 feet using machinery such as scissor lifts
- As a sound designer, collaborated with directors and producers to develop unique sonic identities for each project, resulting in a more immersive storytelling experience for audiences.
- Live event sound technician for audiences of up to 400 people

Soho House

Los Angeles, CA

Server

October 2019 – May 2021

- Assisted in the successful establishment of the new DTLA location as part of the opening team, resulting in a 22% increase in daily sales compared to other locations during their first month.
- Developed and fostered relationships with members to anticipate and exceed needs by proactively learning their preferences, resulting in a 20% increase in customer satisfaction scores.
- Increased average check per guest by 20% and bottled wine sales by 35%
- Maintained detailed knowledge of 7 seasonal food and beverage menus

PITCH

Culver City, CA

Production Coordinator | Contract Role

June 2019 – August 2019

- Organized and cataloged footage from multiple shoots, resulting in a streamlined editing process and a 15% decrease in total editing time
- Effectively communicated with major clients including KeVita, Westfield, and BEHR to deliver high-quality feedback edits
- Assembled 2D spots for companies such as Burger King

EDUCATION

Codecademy — *Front-End Engineer Professional Certificate*

San Francisco State University — *B.A. in Broadcast Electronic Communication Arts*

SKILLS

Technical: HTML, CSS, JavaScript, React.js, Redux, Git, GitHub, Mocha, Node.js, FIGMA, AdobeCC

Skills: responsive design, debugging, web accessibility, RESTful APIs, UI/UX Design, scalability