



**Nicole Hernandez**  
Consulting Associate/Team Lead  
Walnut Creek, CA

Nicole joined Heffernan Insurance Brokers in July of 2018 as a Claims Assistant in the Walnut Creek office. Starting as a novice in the insurance industry, Nicole has diligently worked her way up to the position of Team Lead.

Throughout her tenure at Heffernan, Nicole has leveraged her administrative skills to significantly contribute to the team's success. She has been instrumental in contract building, invoice management, and liaising with vendors to secure services for clients. Additionally, Nicole has developed personal workflows to streamline processes and has effectively run team meetings to ensure continuous progress.

Looking ahead, Nicole is excited about continuing her career with Heffernan Insurance Brokers and is committed to contributing to the company's growth and success for many years to come.