Sabrina Herrera

Los Angeles, CA | (818) 359-7884 | bysabrinaherrera@gmail.com | sabrina-herrera.com

PROJECTS

List Assist
Developer and UX Designer   *2024*
- Developed a comprehensive task management tool to streamline organization and increase productivity for users in personal, professional, and family settings.

Oscar Nominated Films
Developer and UX Designer   *2024*
- Developed a user-friendly interface for a film catalogue app, allowing users to easily navigate through 53 Oscar-nominated films in 2024 and access detailed information such as credits and award nominations.

EXPERIENCE

Accenture   **Remote, CA**
Licensing Specialist and Trainer   *May 2022 – March 2024*
- 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 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 an 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
- Retained as a key team member during two major transitions, successfully navigating through organizational changes where 90% of the labor force was outsourced.

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%

EDUCATION AND CERTIFICATIONS

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

SKILLS

Technical: HTML, CSS, JavaScript, React, Redux, Git, GitHub, Mocha, Node.js, FIGMA, AdobeCC
Skills: Responsive design, Debugging, Web accessibility, RESTful APIs, UI/UX Design, scalability