



## Erica Serrano

Account Manager

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### BIOGRAPHY

Erica grew up in the Bay Area and moved to Sacramento for a change of pace in 2015.

Gaining her current Benefits experience with her last employer, Erica has learned enrollment processing, supported the benefit administration systems and learned the basic health and insurance regulations. She started her career with Bender Insurance Solutions in February 2021 as an Account Manager in the Benefits Department. In her role, Erica focuses on eligibility management and supporting Member Services, all while working her way to obtaining her own book of clients. She is excited to be a part of the amazing BIS family!

Erica lives in Sacramento with her young daughter but takes weekend trips to the Bay Area often to visit family and friends. She enjoys hiking, movies, amusement parks and traveling. She is also a foodie and is always looking for new restaurants to try.