

Jessi Hinestrosa

CLIENT SERVICES DIRECTOR

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AGOURA HILLS, CA

WCAB VENUES COVERED:
AGOURA HILLS



Jessi Hinestrosa serves as Client Service Director in the Agoura Hills office, focusing on strengthening client service delivery, supporting strategic growth, and enhancing the overall client experience.

Jessi brings over a decade of experience in the claims and insurance services industry, with deep expertise in workers' compensation. He began his career with Liberty Mutual as a Senior Claims Specialist, leading complex, high-exposure programs centered on claim advocacy and early resolution. He later joined Marsh as a Senior Risk Consultant (VP) within the Claims Consulting Practice, managing large-scale outsourced claims initiatives for national clients.

He lives by the phrase, "You don't get a second chance to make a first impression"—because the smallest interactions can leave the biggest marks.

Outside of work, Jessi values time with family and friends and enjoys traveling with his wife, attending concerts, and supporting the Los Angeles Rams.

EDUCATION

- California State Polytechnic University, Pomona – Bachelor of Arts in Business Administration 2012

Specialties: Customer service and client development. At Albert and Mackenzie, customer service, aggressive case handling, and responsiveness to clients is our top priority. Jessi continues to develop our client base, while sharing our firm's mission with current and prospective clients.