



WELCOME TO THE TEAM

Welcome to the team! We're thrilled to have you on board and look forward to achieving great things together.

► **KASSANDRA
CHAVARRIA-HERNANDEZ**

Client Service Manager



TRISTAR Welcomes Kassandra Chavarria-Hernandez

TRISTAR is pleased to welcome **Kassandra Chavarria-Hernandez** as a **Client Service Manager**, supporting clients across multiple lines of business.

Kassandra brings nine years of experience in the insurance industry, with a strong background in workers' compensation and liability programs. She is known for delivering highly responsive, relationship-driven service and for partnering closely with clients to support program performance, consistency, and long-term success.

Kassandra was drawn to TRISTAR for its client-centric model and collaborative structure.

“TRISTAR offers the ability to stay closely connected to clients while still having the resources needed to support complex programs,” Cassandra shared. *“That balance allows us to be more responsive and more strategic.”*

Client Service Philosophy

Kassandra’s approach to client service is grounded in accessibility, accountability, and trust.

“I believe strong partnerships are built through real conversations,” she said. *“I prefer picking up the phone and being available. That level of engagement creates clarity, confidence, and better outcomes.”*

In her role, Cassandra works closely with internal teams and client stakeholders to ensure alignment, responsiveness, and proactive support across programs.

We invite clients and partners to connect with Cassandra and learn more about how she supports TRISTAR programs through hands-on service and collaboration.

Follow [#KassandraChavarria](#) today!