



## Nicole Hernandez

Customer Success Manager, SmartDigital

J.D. Power

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Nicole Hernandez is a Customer Success Manager for J.D. Power SmartDigital and has been working in the OEM and dealer digital retail space for 6 years. Nicole worked for Trilogy Automotive for 4 years as a Customer Success Manager and Concierge Coordinator before the company merged with J.D. Power at the end of 2019. Nicole holds a BA and BS from Lakehead University.