CARLOS MENDOZA

OFFICE SUPERVISOR

CONTACT

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El Paso, TX

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SKILLS

- Leadership
- Staff Scheduling
- Staff Training
- Excel
- Word
- Outlook
- HIPAA
- Insurance Verification
- Cash Handling
- Customer Service

EDUCATION

Associate of Applied Science

12/2020

El Paso Community College

El Paso, TX

Business Management

SUMMARY

Office supervisor with 6 years of front office and patient services work, including 3 years of leadership over 10 receptionists and schedulers at a 22-provider clinic. Runs staff scheduling, training and daily huddles, tracks check-in and call metrics in Excel, and holds the team to steady customer service standards.

EXPERIENCE

Office Supervisor 07/2023 - Present

Sun City Medical Associates El Paso, TX

Multi-specialty clinic with 22 providers and 300 patient visits a day.

- Lead a team of **10** receptionists, schedulers and referral coordinators across 2 floors.
- Build weekly staff schedules and cross-training plans, keeping the front desk fully covered on 99% of shifts.
- Train new hires on check-in, insurance verification and HIPAA, cutting onboarding time from 4 weeks to 2.
- Track call answer times and check-in errors in Excel, lowering registration errors by 35% in 2025.

Lead Patient Services Representative 01/2021 - 06/2023

Rio Grande Pediatrics El Paso, TX

Pediatric practice with 8 providers.

- Coordinated daily front desk work for 5 representatives and filled in for the supervisor.
- Resolved 20+ patient billing and scheduling complaints a week by phone and in person.
- Processed copays with careful cash handling, balancing 2 drawers daily with no shortages.
- Rewrote appointment reminder templates in Word and Outlook, reducing no-shows by 8%.

Receptionist 08/2019 - 12/2020

Mesa Street Eye Care El Paso, TX

Part-time role during college at a 3-optometrist practice.

- Checked in 45 patients a day and handled 100+ phone calls.
- Scheduled eye exams and contact lens follow-ups for 3 optometrists.
- Entered vision insurance details with 98% of claims accepted on first submission.