

DIEGO MONZON

OPERATIONS & CLIENT SUPPORT SPECIALIST

Detail-oriented Operations and Client Support professional with 5+ years of experience in healthcare, customer service, and administrative coordination. Skilled in workflow management, communication, documentation, and client support. Experienced with CRM/EHR systems, HIPAA compliance, and bilingual communication in **English** and **Spanish**.

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-  www.damgfolio.com.com
-  Long Beach, CA










EDUCATION

Bachelor of Science in Molecular, Cellular & Developmental Biology

University of California, Santa Cruz

- Graduated: 2024
- GPA: 3.0+
- Academic Excellence Certificate Recipient

MY SKILLS

- | | | | |
|----------------|---|-----------------|---|
| Ops Mgmt |  | Problem Solving |  |
| Client Support |  | CRM / EHR |  |
| Coordination |  | Admin & Docs |  |
| Scheduling |  | Multitasking |  |

CERTIFICATES

HIPAA Certified

CPR Certified

IT Support Professional Certificate

TECHNICAL SKILLS

Microsoft Office Suite, Outlook, Excel, Word, PowerPoint, Teams, SharePoint, CRM Systems, EHR Systems, Salesforce (Familiarity), Ticketing Systems, Data Entry & Tracking

WORK EXPERIENCE

Coordinated Family Support Staff

May 2025 – Present

Coordinated client scheduling and service support while maintaining HIPAA-compliant documentation and accurate records. Communicated with care teams to ensure continuity of care and smooth daily operations.

Behavioral Technician (Part-Time)

Jan 2025 – Mar 2026

Maintained detailed session records and clinical documentation while supporting scheduling and family communication. Assisted with daily operational workflows in a fast-paced clinical environment.

Behavioral Intervention Implementer (BII)

Dec 2024 – Jun 2025

Provided behavioral support services while maintaining accurate session documentation and client records. Coordinated scheduling and communication with families to support consistent care delivery.

Direct Support Professional

Dec 2023 – Jan 2025

Coordinated appointments, transportation, and daily schedules while maintaining accurate service documentation. Supported clients through daily service coordination and individualized care assistance.

International Housing Coordinator

May 2023 – Nov 2023

Managed housing support services for 200+ international residents while responding to high-volume phone and email inquiries. Coordinated administrative operations and resolved resident concerns in a fast-paced environment.

Pharmacy Clerk / Assistant

Jan 2021 – May 2023

Assisted patients with prescription processing and insurance inquiries while maintaining HIPAA-compliant records and accurate data entry. Supported daily pharmacy operations and customer service workflows.