Board Appointment Form

City Clerk's Office

Appointing Office	Cynthia Boyar Trejo, District 4
Agenda Placement	Consent
Date of Council Meeting	
Name of Board	City Accessibility Advisory Committee

Agenda Posting Language

Nathan Coleman to the City Accessibility Advisory Committee by Representative Cynthia Boyar Trejo, District 4.

Appointment Type	Regular

Member Qualifications

He brings more than 14 years of professional experience in customer service, government programs, healthcare-related services, technical support, and community advocacy. His extensive disability-related experience includes work with In-Home Attendant Services, Project AMISTAD, the Center for Independent Living, and the Children with Disabilities Information Coalition. He has also served on multiple community and advisory boards, including the Sun Metro Advisory Committee, demonstrating experience addressing community needs and accessibility issues. His combination of disability advocacy, public-service experience, board leadership, client education, and community involvement provides directly relevant experience for serving on the City of El Paso Accessibility Advisory Committee.

Nominee Name	Nathan Coleman
Nominee Email Address	[redacted]
Nominee Residential Address	[redacted]
Nominee Primary Phone Number	[redacted]
Residing District	District 4
City Employed Relatives	Yes, Ronnie Coleman (brother), El Paso Fire Department.

Board Membership

Yes, the City Accessibility Advisory Committee, District 4: June 23, 2022- June 22, 2024. He resigned on February 20, 2023.

Real estate owned in El Paso County

N/A

Previous Appointee	Gabriela Hofmeyer
Reason for Vacancy	Term Expired
Date of Appointment	09/29/26
Term Begins On	09/01/25
Term Expires On	08/31/27
Term	Unexpired Term

Nathan Coleman
[redacted]
[redacted]

OBJECTIVE

Dedicated Customer Service Professional with 14+ years of experience delivering client support across telecommunications, financial services, healthcare, government help desks, and retail energy. Proven track record of managing high-volume calls, resolving complex issues, providing technical troubleshooting, and educating clients to enhance satisfaction and retention.

Active community leader and **disability advocate**, serving on City Boards and nonprofit organizations to elevate accessibility and inclusion initiatives. Skilled in remote work (2.5+ years), team collaboration through Microsoft Teams and Cisco Spark, and safeguarding sensitive data. Recognized for **empathy, adaptability, and relationship-building** that consistently strengthen customer loyalty and organizational impact.

EDUCATION

University of Texas at El Paso – Bachelor of Arts in Electronic Media
Graduated: August 2010

PROFESSIONAL EXPERIENCE

MR TAX SERVICES, LLC & Health Insurance Independent Agent Marcela Rodriguez
Office Assistant / Enrollment Representative | **July 2025 – Present**

- Provide front-office support including greeting clients and managing calls.
- Assist with community phone activations and office duties.
- Support independent agents with enrollment and administrative tasks.

Perches Funeral Home – El Paso, TX
Pre-Need Agent | **Nov 2023 – Present**

- Guide clients through funeral plan options and insurance applications.

- Maintain client relationships through follow-ups to ensure retention.

In-Home Attendant Services, LTD – El Paso, TX
Field Representative / EVV Specialist / Payroll Consultant | **Jun 2011 – Present**

- Enroll clients in **Medicaid Consumer Directed Services** programs statewide.
- Educate employers/clients on program responsibilities and compliance.
- Provide technical assistance with timekeeping systems (phone, mobile apps, devices).
- Manage caseloads for multiple program options (1, 2, 3).

HGS (American Express Accounts) – El Paso, TX
Customer Care Professional | **May 2021 – Jun 2021**

- Assisted with **payment inquiries, card activations, and promotions**.

VOLAR Center for Independent Living – El Paso, TX
Peer Support Coordinator | **Mar 2021 – Apr 2021**

- Developed **person-centered plans** to support independent living and vocational goals.

HGS (Prudential Accounts) – El Paso, TX
Office Specialist | **Apr 2019 – Feb 2021**

- Provided **first-level technical support** and policy navigation for clients.
- Directed calls to appropriate corporate departments.

HGS (IRS Help Desk) – El Paso, TX
IRS Agent | **Oct 2018 – Apr 2019**

- Assisted callers with **IRS.gov navigation, payments, and resources**.
- Managed calls, emails, and chat inquiries while ensuring compliance.

Datamark, Inc. – El Paso, TX
Member Service Representative | **Dec 2014 – Sep 2018**

- Supported **Shell Fuel Rewards members** with enrollment, promotions, and rewards issues.
- Processed customer reports and resolved station participation concerns.

Alorica (AT&T) – El Paso, TX
Customer Service Representative | **May 2012 – Dec 2014**

- Provided **Tier 1 troubleshooting**, service provisioning, and billing support.

ReadyOne Industries – El Paso, TX
Customer Service Representative | **Sep 2011 – Mar 2012**

- Conducted outbound calls to schedule blood donations.
- Educated donors on eligibility and donation requirements.

SKILLS

- **Call Center Expertise**: High-volume inbound/outbound calls, Tier 1 troubleshooting.
- **Technical**: MS Word, Excel, PowerPoint, Teams, Spark, Vesta Mobile.
- **Leadership**: Former President, UTEP Miner Diamonds Student Organization.
- **Mentorship & Advocacy**: Peer-to-peer mentoring, disability advocacy, and board leadership roles.
- **Journalism & Media**: Reporting experience with *El Paso Times*, *Tejano Tribune*, and KVIA-TV.

COMMUNITY INVOLVEMENT

- **Project AMISTAD** – Peer Support Specialist & Money Basics Specialist (2021–Present)
- **ARC of El Paso** – Board Member (2022–Feb 2025)
- **Paso del Norte Children's Development Center** – Board Member (2021–Feb 2025)
- **Center for Independent Living** – Board Member (2020–2021)
- Sun Metro Advisory Committee – Board Member (2021-2022)
- **Children with Disabilities Information Coalition (CDIC)** – Board Member (2022–Present)
- **UTEP Miner Diamonds Student Organization** – President (2009–2010)