

Courtney Coulombe

PROFILE

- I have tremendous abilities in the areas of leadership, planning, organizational decision-making and team building. I am extremely detail oriented, have polished customer service skills and enjoy a fun and interactive work environment. I am ambitious, determined, versatile and reliable.

EXPERIENCE

Patient Liaison; Seaport Dental Associates

BOSTON, MASSACHUSETTS – MARCH 2014 - PRESENT

- Responsible for day to day activities in multi-office practice including greeting and checking patients in and out of appointment using Eaglesoft software, formulate and present co-pay estimates for patients, collect patient co-pays and manage patient accounts, manage office email account, act as patient advocate with insurance companies when there are claim denials or processing errors, monitor the patient retention rate, manage office social media pages
- Received incentives for exceeding collection target goals, as set by the company

Patient Services Coordinator; Gentle Dental Beverly

BEVERLY, MASSACHUSETTS – JUNE 2011 – MARCH 2014

- Greet and check patients in and out using SoftDent software. Verify patient insurance eligibility and benefits, and update when needed. Formulate treatment plans with doctors to present to the patients. Calculate estimated co-payments, offer plans such as Care Credit, collect payments from patients and balance their accounts. Enter insurance checks into SoftDent system. Send reimbursements to patients or insurance companies as needed. Create and follow through with pre-treatment estimates, schedule appointments for new and existing patients, confirm patient appointments, monitor all office bills and submit for approval. Send and track patient statements on a weekly basis. Complete daily, weekly and monthly reports as required by the company.

Criminal Investigation Internship; Beverly Police Department

BEVERLY, MASSACHUSETTS – 2013

- Partook in police ride-along opportunities interacting with both detectives and patrol officers. Responded to actual crime scenes and helped obtain subpoenas. Assisted the Criminal Investigation Division with interviews of both suspects and victims of crimes. Answered directly to the detective lieutenant.

Counselor; Somerville Youth and Recreation

SOMERVILLE, MASSACHUSETTS – JANUARY 2006 - JUNE 2010

- As the Kid Stop Camp Leader for children ages 3 yrs - 6 yrs was responsible for day-to-day set-up for all activities. Created the daily schedule for the camp as well as employee schedules. As the Summertime Camp Leader for children ages 7 yrs - 15 yrs was responsible for 200+ children during daily activities and field trips. Was in charge of coming up with weekly themes as well as an hourly schedule daily.
- Head basketball coach for girls grade 5 -8 for Somerville Pride. Head of fundraising for travel expenses, team apparel and home game fees.

EDUCATION

SALEM STATE UNIVERSITY

Bachelor of Science in Sociology and Photography, May 2017

SOMERVILLE HIGH SCHOOL

General Education, June 2009