Courtney Ellison

Audiology Assistant

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Summary

Audiology assistant with 2 years in a 3-audiologist hearing practice in Louisville, handling 50+ patient contacts a day. Performs hearing aid cleanings, listening checks and minor repairs, schedules in Sycle and verifies insurance benefits before fittings. Brings attention to detail to manufacturer orders and warm interpersonal skills with older patients.

Experience

Audiology Assistant

09/2024 - Present

Bluegrass Hearing & Audiology Louisville, KY

Private audiology practice with 3 audiologists and about 4,500 visits a year.

- Perform hearing aid cleanings and listening checks on 35 walk-in devices a week, replacing tubes, domes and wax guards.
- Manage the schedule for 3 audiologists in Sycle, booking 50+ appointments a day with a 6% no-show rate.
- Verify insurance benefits for 20 hearing aid fittings a month, cutting denied claims from 9% to 3%.
- Process manufacturer orders, repairs and returns, with zero lost devices in 2 years.

Optometric Assistant

03/2023 - 08/2024

Highlands Family Eye Care Louisville, KY

Optometry practice with 2 doctors and an optical shop.

- Performed pretesting on 25 patients a day, including auto-refraction and visual fields.
- Adjusted and repaired eyeglasses for 15 walk-in patients a week.
- Explained frame and lens benefits to patients before each optical order.
- Trained 2 new assistants on pretesting equipment, check-in and recall calls within their first month.

Education

Associate of Applied Science

12/2022

Jefferson Community and Technical College Louisville, KY

Medical Assisting

Skills

- Hearing Aid Cleaning
- Listening Checks
- Minor Repairs
- Sycle
- Insurance Benefits
- Manufacturer Orders
- Pretesting
- Attention to Detail
- Interpersonal Skills

Certificates

Audiology Assistants Certification (C-AA)

05/2025

American Speech-Language-Hearing Association

Basic Life Support (BLS)

09/2024

American Heart Association