Kaitlin Thibou

Full-Time Student
Aurora, CO 80019
[redacted]

Full-time student majoring in Political Science at The Community College of Denver, pursuing my Associate's degree with plans to attend University of Colorado Denver in Spring 2024, and law school.

Authorized to work in the US for any employer

Work Experience

Swim Instructor
Little Kickers - Denver, CO
January 2023 to Present

Private swim lessons for children aged 5 months to 10 years.

Student - Full Time
Community College of Denver - Denver, CO
August 2021 to Present

Full-time student majoring in Political Science at The Community College of Denver, pursing my Associate's degree with plans to attend University of Colorado Denver, and then law school.

Summer Program Aide
WARREN VILLAGE - Denver, CO
July 2022 to September 2022

Designed summer programming for children ages 5-12, daytime and evening. Ran summer programming, transported children to and from activities, and facilitated kids club.

Intern for Colorado Senator Robert Rodriguez
January 2022 to May 2022

- Responsible for corresponding with constituents via phone and email
- Organization of Senators inbox
- Designed and composed biweekly constituent email update
- Tracked and updated progress of Senators' bills
- Assisted legislative aides in daily responsibilities

Patient Care Coordinator
Denver Plastic Surgery Associates - Denver, CO
October 2018 to June 2020

- Responsible for over $700k in sales in six months
- Created and implemented new policies and procedures to ensure patient satisfaction and increase efficiencies, including enhancing surgery scheduling process, updating documentation, creating

procedures for patient labs and follow up with the clinical staff from booking to pre-operative appointment
• Documented success converting leads to consultations by providing prospective patients with plastic surgeon credentials, price estimates, procedure approach, recovery guidelines and unparalleled customer service
• Proven track record of converting consultations to booked surgeries by providing prospective patients with detailed information on the surgical quote, scheduling process, and financial policies while creating a personal relationship and being the patients advocate from the initial inquiry to surgery to post-surgery care
• Assisted staff with Social Media platforms and postings, as well as website development
• Created review coffee table book for office

Consultant

K&F Consulting, LLC - Gilbert, AZ
March 2016 to January 2020

• Fountain Hills Recovery: Consulted for start-up addiction treatment center working directly with owners to oversee implementation of organization's strategic plan including:
• Executive assistant to the founder and owner
• Creation of mission statement; staff policy and procedure manual, staff job descriptions, organizational chart, new hire paperwork and safety management guidelines; assisted with the development of clinical programming.
• Vetted and selected 3rd party billing provider; oversaw implementation and training of billing software and procedures.
• Implemented IT infrastructure including phone and internet.
• Completed application and all requirements for facility licensure including policy and procedure manual for state compliance.
• Valor Detox: Consulted for turnaround detox facility working with new investors to assess and revamp detox program:
• Implementation of HR infrastructure including job descriptions, employee records, employee schedules, new hire paperwork and orientation and payroll set up.
• Accounts receivable and payable
• Facilitated implementation of Best Notes electronic health records software; trained all staff on utilization, processes, procedures, support and best practices.
• Created Best Notes training guide.

Executive Assistant

Environmental Services - Swedish Medical Center - Denver, CO
March 2016 to June 2016

• Assist Director and Managers of EVS department with various administrative functions
• Assist Linen Manager with data collection and streamlining processes
• Attend daily team meetings to discuss operational and safety goals
• Take calls and dispatch EVS employees
• Department rounding
• Monitor Bed Watch
• Kronos payroll for department
• Maintain Emergency Protocol binder
• Organization of EVS office
• Staff recognition

• Monthly in service with HHS testing
• Shadowed transport manager and assisted department while manager was on leave

Concierge
Bachus & Schanker, LLC - Denver, CO
June 2014 to December 2015

• Front desk key functions including, answer phones, up to 10 lines and direct clients to the appropriate case manager or attorney; Sorting through emails, phone messages and faxes and routing them accordingly.
• Greet clients upon their arrival, offer beverages, and direct them to the waiting area.
• Set appointments and conference rooms for attorney meetings.
• Manage client service calls, in addition to handling escalated client calls.
• Legal assistant for attorneys, case managers and paralegals, providing assistance with the following:
• Complete client negotiations worksheets calling medical providers to verify outstanding balances and negotiate reductions when appropriate.
• Facilitate client final distribution meetings assisting clients with execution of exit paperwork and receipt of settlement distribution checks.
• Collaborate with attorneys to mail and email correspondence to clients and insurance providers.
• Filing and organizing for case managers and litigation paralegals.

Office Manager and Bookkeeper
Dean Notaries of Arizona - Gilbert, AZ
April 2013 to June 2014

• Independently managed 25 contract notaries, and 4 office employees.
• Managed relationships with over 40 national and local title companies; serving as point of contact.
• Responsible for coordination of schedule, documents, and contractors.
• Recruitment of new contractors, assisting with creation of LLC, and training
• Responsible for all accounting for small business
• Advertisement and Title Company outreach for business development

Bookkeeper / Mobile Notary
Dean Notaries of Colorado - Denver, CO
April 2009 to April 2013

• Conducted loan closings for title companies.
• Bookkeeper, responsible for accounts payable and receivable, as well as end-of-year taxes for 1099 employees using QuickBooks.

Education

Pursuing Associate's Degree in Political Science
Community College of Denver
August 2021 to Present

Certifications and Licenses

CPR/AED

Groups

NSLS
Present

Phi Theta Kappa
Present

Additional Information

- Patient Escort volunteer with Planned Parenthood