

Spotlight on Student Success

Ashley Licciardello

Job Placement Develops into Full-Time Employment

Ashley Licciardello used to play “receptionist” as a child. As she got older, she realized she wanted to do something in the medical field. West Shore’s Medical Office Management program gave her the opportunity to combine these two interests.

As a Bay High junior, Ashley joined the Medical Office Program (MOM) at West Shore Career-Tech. Along with the other Bay High students attending West Shore, she spent half of her school day in a West Shore classroom with the rest of her day back at Bay High School for her junior and senior years.



During senior year, she was placed at the office of Dr. Thomas Kelly, O.D. Her initial responsibilities were filing medical records. Then, gradually her role was expanded to handling front desk duties. After graduation in June 2012, Ashley was hired as a full-time employee in Dr. Kelly’s office as a Pre-Tester. Her responsibilities include assembling patient charts, taking patients back to the exam room, and assisting the doctor.

More recently Ashley has taken an additional position at North Coast Eye Care where she is also a Pre-Tester. And, on top of working at two eye centers, she is also attending Cuyahoga Community College studying to be an ultrasound technician.

Ashley credits West Shore with getting her employed quickly, “I highly recommend this program. It really helped me get a job right out of high school. Everything I learned in the MOM classroom really helped me with my current job.”

West Shore’s Medical Office Management instructor, Dolores Martin states, “It was a pleasure to have Ashley in class. It takes a lot of courage for students to leave their home school and come to an unfamiliar setting to gain medical office skills. Ashley took the skills she learned in class and put them to use immediately in Dr. Kelly’s office. Allowing the students to gain experience while in school is instrumental to their success.”



Thomas M. Kelly, O.D., INC.

