

# Ariel Bosselaar

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Authorized to work in the US for any employer

## Work Experience

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### **Front Office Administrator**

Esmiles - Grand Rapids, MI

August 2021 to Present

The Front Office Administrator answers incoming calls, schedules patients for hygiene and restorative appointments, verify insurance co-pays by processing pre-determinations, send out claims for each day, takes payments, handles morning meeting, sends referrals electronically, sends x-rays, inputs insurance payments and adjustments, handles any insurance or pre-certification problems, and takes care of all Front Office activities.

### **Accounting Clerk**

Camping World - Grand Rapids, MI

January 2021 to August 2021

Technically I am the accounting and title clerk. The accounting clerk reconciles the daily deposit for finance and service/parts, helps with accounts payable, payroll, and HR. Title Clerk handles all unit sold whether a trailer, motorhome, scooter, or more. The title clerk stock units, creates payables, pay off lien holders, get lien releases, and handle trade in units. An accounting clerk also breaks down all deals, makes sure all paperwork is present, mails out finance documents, inputs deal into IDS, posts deal and commissions. As accounting clerk month end is very important and all deals must be posted the last day of the month they were sold. If units are missing titles or msos, the title clerk tracks them down. I am also trained to be my Office Manager's backup, I help with accounts receivables and account payables, HR documents and filing, hiring process, and payroll. If we have cash I always do the bank run, and I deal with the Secretary of State when we drop off paperwork to have them title and register units we cannot online.

### **Office Assistant**

Pure Home Health Care - Grand Rapids, MI

February 2019 to January 2021

The office assistant answers the phones, orders supplies, processes the incoming faxes, scan and file all paperwork, give new employees orientation, manage HR files and update when needed, handle referrals and inputting new patients, checking insurance and getting authorization, help with audits, helped fill out CMS 400 and input correct ICD 10 codes, and handle all office equipment.

### **Bather**

Family Friends Veterinary ho - Grand Rapids, MI

May 2018 to February 2019

A bather helps bath and dry dogs that are being groomed or boarded, walking dogs, cleaning kennels, help hold dogs that are wiggling or biting, clip nails, and call customers.

## **Library Clerk**

Seminole County Public Library - Casselberry, FL  
May 2015 to May 2018

As a library clerk is located at the front desk to help customers, check in books, handle the book delivery, grab holds off the shelves, answer phones, register new cards, print copies, handle fines, greet customers, shelf read, handle the in transit list, and anything else needed around the library.

## **Page**

Grand Rapids Public Library - Grand Rapids, MI  
June 2014 to May 2015

At the library I was a page. I was trained to check books in, empty book drops, shelve books, manage the pick list for holds, and pack books for delivery. I also knew how to manage Mel cat, which was an interlibrary loan system between multiple libraries in Michigan. I helped with various programs at the library with setting them up, clean up, and activities for the kids that showed up.

## **AILU, Trainer**

Lacks industries - Grand Rapids, MI  
May 2013 to June 2014

At Lacks we inspected and shipped car parts. I also trained for my shift and so trained various people throughout the whole plant, and also filled out the required paperwork. Had weekly meeting with managers to discuss training new temps and progress, and help make decisions on job performance. Help run the supervisor desk where you input all data into the computer, help supervisor assign tasks, give everyone their breaks, and made sure everything was done before we could leave.

## **Assistant Manager**

Open Mind - Rockford, MI  
November 2008 to May 2013

At first my job was helping at the cash register, helping customers, answering the phones, keep the store clean, work at the front desk, and then I was promoted to part time Assistant Manager where I was given the additional duties of scheduling appointments, helping with inventory counts, inputting data, balancing the register at end of the night, making the night deposit, and often opening and closing the store alone.

## **Education**

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### **Bachelors in History**

Grand Valley State University  
2013

### **Associates in Liberal Arts**

Grand Rapids Community College  
2011

## **Skills**

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- Scheduling (9 years)

- Answering phones (10+ years)
- Running cash register (9 years)
- Training New Employees (5 years)
- Customer service (9 years)
- Organizational Skills (6 years)
- Filing (8 years)
- MS Office and Outlook (9 years)
- Data Entry (3 years)
- Billing (1 year)
- Receptionist (6 years)
- Clerical (4 years)
- Inventory (6 years)
- Medical Terminology (2 years)
- Sales (5 years)
- Time Management (10+ years)
- Clerical Experience (6 years)
- Front Desk (6 years)
- Schedule Management (2 years)
- Medical Office Experience (1 year)
- Communication Skills (8 years)
- Typing (65 wpm) (10+ years)
- Library Services (4 years)
- Employee Orientation (5 years)
- Medical Records (2 years)
- Medical Scheduling (2 years)
- Insurance Verification (2 years)
- Conflict Management (2 years)
- Administrative Experience (6 years)
- Shift Management (5 years)
- Management (2 years)
- Office Management (5 years)
- Supervising Experience (5 years)
- Insurance Policies (2 years)
- IDS (1 year)
- Accounting (1 year)
- Accounts Payable (1 year)
- Payroll (1 year)
- Analysis skills
- Windows
- Healthcare

- Records management
- Google Docs
- ICD coding
- Epic
- ADP
- Customer support
- QuickBooks
- HIPAA
- Documentation review

## Assessments

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### **Administrative assistant/receptionist — Highly Proficient**

December 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

### **Call center customer service — Highly Proficient**

June 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

### **Inside sales — Expert**

December 2020

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Expert](#)

### **Administrative assistant/receptionist — Highly Proficient**

December 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

### **Attention to detail — Highly Proficient**

December 2020

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

### **Project timeline management — Proficient**

January 2021

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

### **Filing & organization — Expert**

June 2020

Arranging and managing information or materials using a set of rules.

Full results: [Expert](#)

### **Business math — Expert**

January 2021

Using basic math to solve problems in a business context

Full results: [Expert](#)

### **Following directions — Expert**

January 2021

Following multi-step instructions

Full results: [Expert](#)

### **Work style: Reliability — Highly Proficient**

January 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

### **Mechanical knowledge — Highly Proficient**

October 2019

Measures a candidate's ability to understand and apply mechanical concepts and processes.

Full results: [Highly Proficient](#)

### **Outside sales — Expert**

January 2021

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Expert](#)

### **Verbal communication — Highly Proficient**

February 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

### **Call center customer service — Highly Proficient**

February 2021

Applying customer service skills in a call center setting

Full results: [Highly Proficient](#)

### **Management & leadership skills: Impact & influence — Highly Proficient**

April 2021

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Highly Proficient](#)

### **Data entry: Accuracy — Expert**

December 2020

Entering data quickly and accurately

Full results: [Expert](#)

### **Technical support: Customer situations — Proficient**

January 2021

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

### **Management & leadership skills: Planning & execution — Highly Proficient**

April 2021

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

### **Warehouse shift leader — Proficient**

December 2020

Supervising warehouse staff and maintaining safety and security standards

Full results: [Proficient](#)

### **Medical receptionist skills — Highly Proficient**

July 2021

Managing physician schedules and maintaining accurate patient records

Full results: [Highly Proficient](#)

### **Typing — Expert**

January 2022

Transcribing text

Full results: [Expert](#)

### **Filing & organization — Highly Proficient**

January 2022

Arranging and managing information or materials using a set of rules

Full results: [Highly Proficient](#)

### **Data entry: Attention to detail — Expert**

January 2022

Maintaining data integrity by detecting errors

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

### Additional Information

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Most of the work experience listed in somehow ingrained with customer service, because helping people with what they need is a very rewarding job.