

Danielle Brondsema

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To utilize, enhance, and expand my skill set through long term employment in administrative services. I am an astute problem solver and can readily adapt to change. I work well with others as well as independently and often exceed expectations.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative, Imports

Denver Intermodal Express

May 2021 to Present

- o Input work orders.
- o Advise and apply charges
- o Schedule Imports Moves
- Monitor rails
- o Coordinate correspondence with customers.
- Answer phones
- o Monitor from arriving to rail through return.

Billing Specialist

Denver Intermodal express - Denver, CO

November 2017 to April 2019

- Maintaining customer accounts.
- Reviewing and verify documents.
- Advise of charges
- Invoice Corrections
- Handle Phone calls
- 303-371-1500

Receptionist

Steffens Enterprises - Caledonia, MI

April 2017 to July 2017

- Process Orders.
- o Process payments.
 - o Handle incoming and outgoing calls.
 - o Handle email correspondence
- 616-656-6886

ROI Specialist, Medical Records

MRO Corporation - Kentwood, MI

July 2016 to February 2017

Process Medical records for patient, physician, and third party.

- Verify authorizations.
- Handle incoming and outgoing calls.
- 616-774-3620

Medical Billing Patient Services Team Lead

Meddata - Grand Rapids, MI

November 2014 to April 2016

Handle incoming and outgoing calls for patients.

- Handle escalation accounts.
- Assist training team of 8.
- Handle email correspondence
- 616-940-0500

Receptionist, Recruiting assistant

Vector Marketing - Grand Rapids, MI

March 2014 to November 2014

Handle calls.

- Pre interview and schedule candidates
- 616-241-3688

Server

Brewski's Bar and Grill - Thornton, CO

November 2011 to December 2012

720-929-1400

Education

High school or equivalent

AHIOS Institute

December 2016

High School Diploma

Forest Hills Eastern High School

2009

Skills

- Scheduling
- Clerical Experience
- Epic
- Medical Scheduling
- Microsoft Word
- Medical Records
- EMR Systems
- Insurance Verification

- Medical Office Experience
- HIPAA

Assessments

Dental Receptionist Skills — Proficient

March 2020

Managing practitioner schedules and maintaining accurate patient records

Full results: [Proficient](#)

Customer Service — Highly Proficient

March 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Data Entry — Highly Proficient

March 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

October 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Scheduling Skills — Highly Proficient

July 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: [Highly Proficient](#)

Organizational Skills — Highly Proficient

July 2019

Measures a candidate's ability to arrange and manage files or records using a set of rules.

Full results: [Highly Proficient](#)

Receptionist — Expert

July 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Expert](#)

Retail Customer Service — Highly Proficient

June 2020

Comprehending and responding to retail customer needs.

Full results: [Highly Proficient](#)

Scheduling — Highly Proficient

June 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Expert

May 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

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