

# ANGELIQUE BELLEROSE

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## Professional Summary

Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals. Strong understanding of business management, financial and leadership principles. Consistently establishes and achieves business and profit objectives.

## SKILLS

- Marketing strategy development • Campaign planning • Ability to multitask
- Written communication • Cultural awareness • Reliability
- Schedule coordination • MS Suite • Problem solving
- Multitasking • Data analysis • Customer relations
- NetSuite • Customer service • Google Suite

## EXPERIENCE

### Senior Operations Manager

CROSSROADS, INC. - Claremont, CA

June 2023 to Present

- Ensured compliance with organizational, local, state, and federal regulations, maintaining operational integrity.
- Optimized office administration, leveraging QuickBooks for efficient payroll and billing processes.
- Spearheaded website development and social media strategies, enhancing online presence and audience engagement.
- Developed and executed marketing campaigns, resulting in increased brand visibility and customer outreach.
- Collaborated with the Executive Director on financial management and compliance, ensuring fiscal responsibility.
- Streamlined data collection and reporting processes, improving accuracy and readiness for audits and leadership reviews.
- Implemented organizational improvements, enhancing workflow efficiency and operational procedures.
- Managed budgeting and fiscal management, reducing costs while maintaining quality operations.

## **Business Development and Marketing Manager**

Atlas Chiropractic & Wellness Center - Costa Mesa, CA

July 2019 to May 2023

- Supported C-level executives, handling confidential information with discretion and professionalism.
- Analyzed market trends to inform strategic recommendations, capitalizing on emerging opportunities.
- Developed competitive pricing strategies, contributing to business growth and market positioning.
- Directed staff hiring, training, and performance evaluations, achieving key performance indicators.
- Created consistent marketing content, driving customer engagement across digital and traditional channels.
- Enhanced office efficiency through procedure evaluations and improvements, leading to increased productivity.
- Conducted comprehensive tracking and analysis of marketing campaigns, utilizing tools like Google Analytics and MailChimp.
- Researched industry trends, maintaining cutting-edge marketing practices and technology integration.

## **Executive Assistant & Technical Recruiter**

XL-Lead Consulting - Fullerton, CA

January 2016 to June 2019

- Provided high-level administrative support to C-level executives, managing sensitive business information.
- Coordinated complex scheduling, travel arrangements, and executive obligations, optimizing time management.
- Developed and presented reports, spearheading special projects aligned with organizational goals.
- Enhanced recruitment processes, identifying and attracting top talent through strategic sourcing and screening.
- Maintained positive relationships with customers, vendors, and industry partners, fostering a collaborative environment.
- Streamlined workflow and reporting practices, improving operational efficiency and effectiveness.

## **Business Manager**

BBDB Inc. - Fullerton, CA

December 2015 to March 2018

- Managed office supplies and front office activities, ensuring smooth operational flow.

- Handled advanced clerical tasks, including account reconciliation and document management.
- Supported human resources functions, facilitating recruiting, interviewing, and onboarding processes.
- Implemented successful marketing strategies, boosting sales and customer satisfaction.
- Conducted business risk assessments and developed mitigation strategies, protecting company interests.
- Observed industry trends to inform hiring and training decisions, ensuring a competitive edge.

## **EDUCATION**

Associate in arts (A.A.) - Business Administration May 2015  
Fullerton College, Fullerton, CA

Bachelor of Science in Technological Entrepreneurship and Management -In Progress  
Arizona State University, Distance-based program

## **LANGUAGES**

Native Spanish  
Fluent English