

ANGELBERT BERMUDEZ

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PROFESSIONAL PORTFOLIO

I am an experienced Operations Manager and Virtual Assistant with a track record of improving workflows, increasing team productivity, and driving business growth. I specialize in administrative support, customer service, sales, and project management. My expertise extends to using advanced project management tools, CRM systems, and automation technologies to streamline business processes. I recently completed specialized training in process-driven methodologies, leadership, and team management, strengthening my ability to deliver efficient, scalable solutions. My approach is detail-oriented and focused on delivering exceptional results while empowering teams and fostering business success.

CORE COMPETENCIES

- Operations Management & Process Optimization
- Project & Task Management (ClickUp, Asana, Monday.com)
- CRM & Lead Management (HubSpot, Zoho, Follow Up Boss)
- Process Documentation & SOP Creation
- Leadership & Team Development
- Automation & Workflow Optimization (Zapier, ClickUp Automations)
- Data Analysis & Reporting
- Customer Service & Client Relations
- Organizational Chart Development
- Effective Communication & Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

ONEPET | League City, TX

Operations Manager | July 2022 – September 2024

- Optimized task delegation and team productivity by improving operational workflows.
- Led seamless client onboarding by managing user accounts through BrandRamp software.
- Analyzed B2B sales funnel metrics, improving customer retention and conversion rates.
- Identified and addressed customer pain points through Intercom monitoring.
- Implemented process improvements, ensuring scalable and efficient operations.

JENSON GROUP REAL ESTATE | Centennial, CO

Executive Assistant | March 2021 – April 2022

- Improved CEO's schedule management and operational efficiency.
- Optimized workflow processes through task management systems like Asana.
- Managed vendor relations and facilitated contract negotiations.
- Enhanced client relationships through CRM management (Follow Up Boss).

ROADSIDE ASSISTANCE | Baltimore, MD

Dispatch Manager | December 2017 – August 2020

- Led a high-performing dispatch team with a focus on rapid service delivery.
- Improved payment processing and operational efficiency.
- Coordinated driver assignments and monitored real-time ETAs.

KGC INVESTMENT GROUP | Atlanta, GA

Chief Operating Officer | August 2019 – February 2020

- Led company operations, enhancing efficiency and driving revenue growth.
- Implemented strategic recruitment processes, ensuring key talent acquisition.

BIGSKY BARBELL | Bozeman, MT

Outreach Marketing Specialist | June 2018 – July 2019

- Developed and executed targeted social media engagement strategies.
- Increased audience reach and customer acquisition through digital campaigns.

BATHBUSTERS | Leominster, MA

General Virtual Assistant (Project-Based) | October 2017 – May 2018

- Provided executive-level support and improved customer database management.

A&A VA BPO SERVICES | Davao City, Philippines

Operations Manager | October 2016 – September 2017

- Founded and led a VA agency, designing training programs and improving workflows.

TRAINING AND CERTIFICATIONS

1. Process-Driven Bootcamp

Date: March 6 & 7, 2025

Overview:

The Process-Driven Bootcamp focused on process optimization for improving efficiency, consistency, and scalability in business operations. Topics included process mapping, identifying inefficiencies, creating SOPs, and analyzing performance metrics to streamline workflows.

2. How to Properly Set Up and Run Team Meetings

Date: March 15, 2025

Overview:

This course focused on organizing and leading effective team meetings to enhance productivity. Key topics included structured agendas, tracking team progress, addressing challenges, and delivering constructive feedback while fostering collaboration and engagement.

3. 3 Steps to Process Documentation

Date: March 15, 2025

Overview:

This course covered how to analyze, document, and optimize business processes for better efficiency. It included creating actionable SOPs, evaluating performance metrics, and identifying bottlenecks to ensure smooth operations and consistency.

4. Effective Leadership for Results

Date: March 15, 2025

Overview:

The course emphasized leadership principles such as the 5 Disciplines of MULTIPLIER Leadership: attracting top talent, empowering teams, fostering open communication, and setting high standards to drive business success and growth.

5. How to Build an Organizational Chart

Date: March 15, 2025

Overview:

This course provided practical guidance on creating organizational charts to visualize team structures and clarify roles and responsibilities. It covered various chart types, strategic planning for team growth, and delegation to address operational challenges effectively.

TOOLS AND SOFTWARE EXPERTISE

Project Management:

ClickUp, Asana, Monday.com, Bitrix24, Slack

CRM & Lead Management:

HubSpot, Zoho CRM, Follow Up Boss, GoHighLevel

Communication & Scheduling:

RingCentral, Google Voice, Aircall, OpenPhone, Vonage, Dialpad, Calendly

Accounting & Invoicing:

QuickBooks, RoadSync, Authorize.net

Customer Support:

Zendesk, Freshdesk, Crisp

Automation & Efficiency:

Zapier, ClickUp Automations

Marketing & Design:

Canva, WordPress, Mailchimp, ActiveCampaign

Industry-Specific Tools:

ZenMaid, Jobber, Housecall Pro, FlexMLS, TowBook

Key Takeaways:

Through specialized training and hands-on experience in various industries, I have gained valuable expertise in leadership, team management, and process optimization. These skills, combined with proficiency in project management tools and CRM systems, position me to enhance business operations and drive growth effectively.