

CONTACT



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📍 Merritt Island, Florida, United States

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EDUCATION



- **Associate of Science (A.S.) in Office Management and Supervision (Legal)** | Eastern Florida State College | 1998 – 2002
- **High School Diploma** | Merritt Island High School | 1983 – 1986

KEY SKILLS



- **Leadership & Team Management:** Proficient in leading and motivating teams to achieve business goals and deliver exceptional service.
- **Operational Excellence:** Track record of optimizing processes and resource management for enhanced efficiency and productivity.
- **Customer Focus:** Strong commitment to providing outstanding service, resolving issues, and building long-term client relationships.
- **Strategic Planning & Marketing:** Skilled in developing and implementing plans to drive business growth and increase profitability.
- **Financial Management:** Experienced in budgeting, forecasting, and financial analysis to ensure stability and profitability.
- **Problem-Solving:** Proactive approach to identifying and resolving challenges to achieve objectives.
- **Communication:** Excellent verbal and written communication skills to effectively engage with clients, employees, and stakeholders.
- **Compliance & Ethics:** Thorough understanding of industry regulations and ethical business practices.
- **Adaptability & Flexibility:** Able to adapt to changing environments and client needs with a flexible approach.
- **Team Building & Development:** Proficient in recruiting, training, and developing high-performing teams to drive engagement and retention.

KELLIE LA BELLE

PROFILE SUMMARY



Dynamic and seasoned professional with a rich background in executive leadership, business management, and customer service across the residential cleaning, retail, and hospitality sectors. Adept at navigating dynamic environments, I bring extensive expertise in strategic planning, operational management, and team leadership. Throughout my career, I have demonstrated a relentless commitment to delivering exceptional service, fostering client relationships, and driving business growth. With a solid foundation in retail management, including owning and operating a small thrift store, I have honed my skills in budgeting, inventory management, and marketing. As I transition back into the workforce, I am eager to leverage my diverse skill set and entrepreneurial spirit to make a meaningful contribution to a new organization's success.

PROFESSIONAL EXPERIENCE



Owner/Operator | La Belle's Vacation Rental Housekeeping Service, Merritt Island, FL | May 2014 – Present

- Founded and managed a thriving residential cleaning business for over two decades, overseeing all aspects of operations and ensuring the delivery of high-quality cleaning services to clients.
- Developed and implemented comprehensive cleaning protocols and techniques, tailored to various surfaces and materials, to ensure thorough cleaning and meticulous attention to detail.
- Effectively managed scheduling, appointments, and client communications, maintaining a high level of responsiveness and professionalism to meet client needs and deadlines.
- Built and nurtured strong client relationships, providing personalized service, addressing inquiries and concerns promptly, and consistently exceeding client expectations for cleanliness and satisfaction.
- Led, trained, and motivated a team of cleaning professionals, fostering a positive work environment and ensuring adherence to company standards and service excellence.
- Managed business finances, including budgeting, forecasting, and financial reporting, to optimize profitability and sustainability.
- Ensured compliance with industry regulations, safety standards, and licensing requirements, maintaining a safe and legally compliant work environment for employees and clients alike.

President | Plant Thrift, LLC, Merritt Island, FL | Apr 2008 – Apr 2009

- Directed the day-to-day operations of a small thrift store, overseeing all aspects of business management, including inventory management, sales, customer service, and marketing.
- Developed and implemented strategic plans and initiatives to drive sales and profitability, including inventory sourcing, pricing strategies, and sales promotions.
- Cultivated and maintained strong relationships with suppliers and vendors, negotiating favorable terms and ensuring a consistent supply of quality inventory at competitive prices.
- Implemented effective marketing strategies, including social media campaigns, community events, and partnerships, to increase brand visibility and attract customers.
- Provided exceptional customer service, addressing customer inquiries, resolving issues, and fostering positive relationships to enhance customer satisfaction and loyalty.
- Ensured compliance with regulatory requirements, including licensing, permits, and health and safety regulations, to maintain a legally compliant and ethical business operation.

Department Manager | Walmart, Various Locations | Sep 1993 – Nov 2002

- Managed all aspects of operations within the lawn and garden department, including inventory management, sales, customer service, merchandising, and staff supervision.
- Led and supervised a team of department associates, providing training, guidance, and support to ensure high levels of performance, productivity, and customer service excellence.
- Developed and implemented sales strategies, promotional campaigns, and merchandising initiatives to drive departmental sales and achieve revenue targets.
- Maintained inventory accuracy, monitored product levels, and implemented replenishment strategies to optimize product availability and maximize sales opportunities.
- Ensured compliance with company policies, procedures, and safety standards, maintaining a clean, organized, and safe work environment for employees and customers.
- Managed administrative tasks, including scheduling, payroll, and reporting, to support efficient departmental operations and achieve business objectives.