



CAPABILITY STATEMENT

Operational Infrastructure / Intelligent Systems / Strategic Execution

COMPANY OVERVIEW

Elite Business Operations, LLC is an operational infrastructure firm that designs and implements connected systems, workflows, reporting, documentation, and execution structures for agencies, prime contractors, nonprofits, and growing organizations. We help teams improve visibility, coordinate complex work, and maintain control as responsibilities expand.

CORE COMPETENCIES

01 Digital Systems & Workflow Infrastructure

Microsoft 365, SharePoint, Teams, Google Workspace, websites, forms, custom portals, intake, file architecture, permissions, and system connections.

02 Operating Structure & Process Design

Workflows, SOPs, custom operating systems, roles, decision rights, governance, documentation, accountability, and repeatable operating standards.

03 Operational Intelligence & Reporting

Power BI dashboards, KPI tracking, scorecards, status views, alerts, executive summaries, and program performance reporting.

04 Program, Project & Remote Office Execution

PMO coordination, remote office setup, launches, hiring events, implementation, adoption, stabilization, and task visibility.

05 Governance, Policies & Knowledge Systems

Employee handbooks, policies, records, templates, knowledge libraries, version control, access design, and documentation readiness.

SELECTED RELEVANT EXPERIENCE

● Durham's DCS - Atlanta Remote Office & Custom OS

Established the Atlanta remote office; configured Microsoft 365, connected domains and email, designed workflows and KPIs, built the website and custom OS, created the employee handbook, hosted hiring, and built employee, client, and subcontractor portals.

● Beauty Service Brand - Service Development & Launch

Developed the service portfolio and operating structure, built the website, supported recruitment and hiring, managed launch PR, and coordinated the grand opening.

● HVAC Virtual Showroom

Structured an interactive digital customer pathway for equipment exploration, service education, and streamlined inquiry capture.

● Community & Corporate Event Operations

Led recurring event operations, vendor visibility, promotional strategy, flow-of-show coordination, digital QR integration, and guest experience management.

PROCUREMENT SNAPSHOT

LEGAL ENTITY

Elite Business Operations, LLC

OWNERSHIP & CERTIFICATION

100% Woman-Owned / Virginia SWaM Certified

REGISTRATION

SAM.gov Active

UET / CAGE

WPTJ3U193TH5 / 19SD5

NAICS

541611 / 541618 / 541512 / 561110

PSC

R408 / DF01 / R617 / R699

LOCATION & SERVICE AREA

Richmond, VA / Nationwide remote + select onsite support

DIFFERENTIATORS

- System-level design instead of isolated deliverables
- Strategic direction paired with hands-on technical implementation
- Practical frameworks built around real workflows and operating conditions
- Connects digital systems, reporting, governance, and execution

CONTRACT AVAILABILITY

Available for direct engagements, subcontracting, teaming arrangements, and selected prime opportunities.

CONTACT

CONTACT Shalita Washington

EMAIL hello@elitebusinessops.co

PHONE 804-557-4752

WEB www.elitebusinessops.co