



Optimize Ops | Web: optimizeops.biz

Point of Contact: Mystica Jacob | **Email:** hello@optimizeops.biz

DUNS: 11-897-4063 | **CAGE:** 0XQV1 | **UEI:** ZV1VN3XNZ8M5

NAICS Codes: 541611, 541614, 541690, 541618, 661430, 541512, 541990

Socioeconomic Types: Small Business, HUBZone, Minority, Woman, Small Disadvantaged, and LGBTQ Owned

Payment: ACH, Credit, Payment Card | **Discounts** offered for Net 15 payment

CAPABILITY STATEMENT

Optimize Ops is a minority, woman, LGBTQ-owned small business based in a HUBZone (pending certification), specializing in operations consulting, procurement support, and strategic subcontractor coordination. We connect diverse, local suppliers—particularly minority and women-owned businesses—to government and private sector opportunities

Optimize Ops provides hands-on project oversight, guiding subcontractors through readiness steps such as CAGE/SAM registration and managing timelines, communications, and deliverables. With experience leading supplier diversity initiatives at Microsoft and supporting small businesses into the procurement pipeline, we serve as a trusted connector and project partner

CORE COMPETENCIES

Project & Business Management	Operations Optimization	Procurement Support
Project Oversight & Administrative Coordination	Process Improvement & SOP Development	Certification & Government Readiness Assistance (CAGE, SAM.gov)
Business Operations & Strategic Planning	Onboarding Optimization & Workforce Management	Contract Opportunity Identification & Navigation
Subcontractor Sourcing & Relationship Management	Training Program Development & Delivery	Procurement Strategy & Teaming Facilitation
Diverse Supplier Engagement		

PAST PERFORMANCE

Company	Name	Title	Email
Hallmark Aviation	Waheed Abdullah	Lead	wahed.abdulla@gmail.com
Near Future Marketing	Casey Pollock	CEO	casey@nearfuturemarketing.com
Kiest Pet Grooming	Tanya Mendoza	Owner	Kiestpetgrooming@gmail.com

DIFFERENTIATORS

- **Saved \$5K+ monthly** in manual labor by rolling out automated PO workflows at Microsoft, improving procurement intake efficiency
- **Prevented \$1M in potential penalties** on a \$64M contract by leading early operational alignment across legal, finance, and compliance stakeholders
- **Cut onboarding timelines by 50%** and enabled 98% self-sufficiency for new hires through SOPs and structured training programs
- **Reduced procurement delays by 30%** through dashboard development and workflow streamlining at Samsung
- **Scaled a post-COVID team from 0 to 14 staff** in under 90 days, enabling sustainable operations and business continuity
- **Guided 4–5 small businesses** through CAGE/SAM registration, helping them become eligible to bid on local and state contracts
- **Delivered \$30K/day in cost savings** for a commercial airline by redesigning onboarding and workflow processes
- **Led supplier diversity initiatives** at Microsoft, enabling Slate Group Consulting to become the primary marketing vendor, streamlining procurement operations
- **Connector of pre-vetted, diverse subcontractors**, especially minority- and women-owned firms, with direct oversight of timelines, deliverables, and compliance
- Offering early payment discounts and consistent project delivery