



Elevate & Automate Consulting, LLC

CAPABILITY STATEMENT

Operational clarity. Smarter systems. Stronger execution.

SBA-CERTIFIED

WOMEN-OWNED
SMALL BUSINESS

UEI

CAGE

SAM.GOV

PRIMARY NAICS

ENTITY

LFMAFHABHWM7

21F75

Active

541611

LLC (Texas)

WHAT WE DO

Elevate & Automate Consulting, LLC is an SBA-Certified Women-Owned Small Business providing management consulting and operational modernization. EAC strengthens operations through business process improvement, process documentation and SOP development, workforce enablement, and workflow modernization. AI-assisted tools are applied where they improve efficiency; the foundation is operational rigor, documentation quality, and process discipline.

CORE CAPABILITIES

SOP & Process Documentation Sprint

Audit, map, and document core administrative and operational workflows into a standardized, searchable SOP library.

Workflow & Administrative Operations Assessment

Review intake, communication channels, and file routing to identify bottlenecks, delivered as step-by-step optimization maps.

Digital Infrastructure Stabilization

Bring inconsistent digital records, folder structures, and routing systems back to a documented, maintainable standard.

Executive Operations & Program Support

Structured coordination, documentation, and stakeholder-ready reporting for executive offices and program teams.

AI-Assisted Workflow Implementation

Design AI-assisted workflows with human review built in, including data-routing blueprints, controls, and user documentation.

Training & Knowledge Transfer

Restructure text-heavy training material into clear, modular instructional curriculum that accelerates onboarding.

WHO WE SERVE

- Government agencies and public institutions
- Prime contractors and subcontracting teams
- Commercial and founder-led organizations

DIFFERENTIATORS

- SBA-Certified Women-Owned Small Business, eligible for WOSB set-aside consideration in qualifying NAICS
- Fortune 100 operating discipline adapted for small business and public-sector environments
- Strength in documentation, coordination, confidential operations, and execution under complex conditions
- Fixed-scope engagements with defined deliverables

KEY PERSONNEL

Michelle Craigen, Founder & Principal Consultant. 17 years at IBM and 3 years at AWS IoT in executive operations, including 8 years supporting IBM's Global Chief Strategist, spanning executive operations, legal operations support, global program coordination, and confidential business execution.

CREDENTIALS

B.S., Workforce Education & Development, Southern Illinois University. Google AI Professional Certificate. Salesforce Administrator (Introduction).

GOVERNMENT READINESS

Accepts Government Purchase Cards (GPC). Available for micro-purchase and simplified acquisition awards under current federal acquisition thresholds. Open to subcontracting with prime contractors. Remote delivery available nationwide.

NAICS CODES

541611	Administrative & General Management Consulting Services (Primary)
541512	Computer Systems Design Services
541618	Other Management Consulting Services
561110	Office Administrative Services
611430	Professional & Management Development Training

PSC CODES

R408	Program Management / Support
R499	Professional Support (Other)
R707	Contract / Procurement / Acquisition Support
R799	Management Support (Other)
U001	Education / Training, Lectures
U008	Education / Training, Curriculum Development

Michelle Craigen

FOUNDER & PRINCIPAL CONSULTANT

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