**SAC HARBOR, LLC - Capability Statement**

**Our Vision: Engage and Execute**

**Our Mission Statement: Provide unique solutions for unique needs within the United**

**States government.**

**Company Overview**

Our organization brings a diverse and robust portfolio of experiences across various sectors, providing exceptional team support services. We have a deep understanding of customer service, educational support, real estate management, construction, and public safety collaborations. Our track record spans over two decades of consistent and dedicated service, ensuring client satisfaction and operational excellence. We are strategically positioned to leverage our expertise in federal and local contracting opportunities to deliver superior solutions tailored to the unique needs of our partners.

**Core Competencies**

**1. Customer Service and Support:**

* **United Nations (UN) Banking Affiliates:** Provided high-level customer service as a Customer Service Representative (CSR) for banking affiliates within the United Nations on 1st Avenue in New York City. Our role involved facilitating financial transactions, resolving client inquiries, and maintaining a professional interface between the UN’s diverse clientele and their banking needs.
* **IBM - Transportation Desk:** Managed logistics and support at IBM’s transportation desk located at 590 Madison Avenue, New York City. Our responsibilities included coordinating travel arrangements, addressing transportation issues, and ensuring smooth transit operations for IBM employees and visitors.

**2. Sales and Marketing:**

* **Metropolitan Insurance Company:** Engaged in property and casualty sales and marketing for the Metropolitan Insurance Company in Upstate New York. Our efforts were directed towards driving sales, developing marketing strategies, and providing customer support to meet insurance needs effectively.

**3. Educational Services:**

* **Georgia Teacher Certifications:** Successfully acquired Georgia’s Teacher Certifications for Title I and International Baccalaureate (IB) programs in low-income designated districts. This includes specialized service certificates in Speech and Audiology through the Georgia Professional Standards division.
* **New York City Department of Education:** Over 23 years of tenured service within the New York City Department of Education, focusing on enhancing educational outcomes and supporting diverse student populations.

**4. Real Estate and Development:**

* **State Fannie Mae and Freddie Mac Home Sales:** Facilitated home sales through Fannie Mae and Freddie Mac in Georgia, ensuring compliance with state regulations and providing home ownership opportunities.
* **Georgia Real Estate Partnerships and Home Inspections:** Engaged in real estate partnerships and home inspection services, ensuring property compliance and safety for buyers in Georgia.
* **Cedar Creek Land and Development:** Partnered with Cedar Creek Land and Development in Georgia, contributing to land acquisition, development planning, and project execution.
* **Home Renovation and Construction:** Collaborated with home renovation companies and fence and gate builders in Georgia, delivering quality improvements and construction services.

**5. Public Safety and Law Enforcement Collaboration:**

* **New York State Police:** Provided over 5 years of dedicated service working with the New York State Police in Albany, New York. Our role supported various administrative and operational functions, ensuring effective coordination and support for state law enforcement activities.

**Past Performance**

* Successfully managed complex customer service operations within high-profile organizations like the United Nations and IBM, ensuring high standards of client satisfaction and operational efficiency.
* Developed and implemented effective sales and marketing strategies for Metropolitan Insurance Company, driving growth in the property and casualty sector.
* Demonstrated exceptional commitment to education through over two decades of service in the New York City Department of Education and obtaining specialized certifications for teaching in Georgia’s Title I and IB districts.
* Facilitated real estate transactions and development projects, contributing to the growth and sustainability of communities in Georgia through partnerships with Cedar Creek Land and Development and other local entities.
* Supported law enforcement operations with the New York State Police, enhancing public safety through reliable administrative and operational assistance.

**Differentiators**

* **Diverse Expertise:** Our experience in customer service, education, real estate, and public safety enables us to address varied client needs.
* **Proven Track Record:** With over 23 years of service in education and extensive involvement in customer support and real estate, we bring a wealth of knowledge and a history of success.
* **Commitment to Excellence:** We consistently deliver high-quality services and support, maintaining a strong focus on client satisfaction and operational efficiency.
* **Strategic Partnerships:** Our collaborations with reputable organizations and governmental bodies underscore our capability to handle complex and sensitive projects.

We look forward to the opportunity to discuss how our capabilities can align with your contracting needs and contribute to your organization's success.

Owner/ PM