Sharpe Operations

We partner with clients to understand their business, their challenges, and their goals; we help them make informed technology, process, and staffing decisions. Sharpe Operations is not just a technology adviser; we are also qualified to roll up our sleeves and get the work done. We have delivered our services throughout the country at all levels of government. Through our partnerships, we have assembled the toolkits necessary to resolve any challenges government agencies may face.

Certifications:

NEW YORK CITY m/wbe | SBA U.S. Small Business Administration — VETERAN-OWNED CERTIFIED | THE PORT AUTHORITY OF NY & NJ — MWBE CERTIFIED | Empire State Development MWBE — Minority Women Business Enterprise

CORE COMPETENCIES

- Operational Improvement
- Project Management
- Process Optimization
- Quality Assurance
- Business Requirements
- Agile / Scrum
- Staff Augmentation
- Salesforce Cloud CRM
- Six Sigma Certified
- PMP Certified
- Change Management

THE STORY

Since working for the Mayor Bloomberg administration back in 2006, we have always had the desire to assist government in providing the best services to its citizens. For the past two decades, Sharpe Ops has expanded to assist over 15 different City agencies, State authorities, and Federal entities to bolster their programs through both technology and process innovations, while assuring quality and change management.

CONTACT

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NAICS & NIGP Codes

541611	Business management consulting services; Strategic Planning
541512	Computer software consulting services
91884	Quality Assurance / Control Consulting
91835	Computer System Integration Consulting
315	IT Consulting

Past Clients

NYC TAX COMMISSION · NYPD POLICE DEPARTMENT CITY OF NEW YORK · NEW YORK CITY DOI · DYCD Department of Youth & Community Development · NYCEDC New York City Economic Development Corporation · HUGH L. CAREY BATTERY PARK CITY AUTHORITY · THE CITY OF NEW YORK LANDMARKS PRESERVATION COMMISSION · NEVADA NATIONAL SECURITY SITE NNSS · FIRE DEPARTMENT CITY OF NEW YORK · MTA · CPCS Committee for Public Counsel Services · Office of the New York City Comptroller · NYC Human Resources Administration Department of Social Services

Client / Agency	Department of Social Services
Contract Type	Subcontract to KPMG, LLP
Sharpe Ops Roles	Business Analyst, Management Consultant, Technology Advisement
Project Description	Over 5 years, Sharpe Operations has provided several resources in Management Consulting and Business Analysis roles supporting the Business Process Innovations & Design department at DSS. The Department of Social Services for NYC is the largest public service administration in the U.S. and Sharpe Ops has made sizeable impacts that have resulted in multiple contract renewals.
Systems Improved	- Landlord Management System: Case management for housing programs - Work Tracking System: Internal task distribution and workload balancing engine - Access HRA: The City's client-facing public assistance portal - POS Case Management: Organizing the 1.7 million clients on public assistance - Integrated Eligibility / Welfare Management System: The State's public service backbone
Project Duration	2018 - 2023
Points of Contact	- Lauren Aaronson, former Deputy Commissioner - Rebecca Kirchheimer, Deputy Commissioner

Client / Agency	Massachusetts, Committee for Public Counsel Services
Contract Type	Subcontract to Arbola, Inc.
Sharpe Ops Roles	Business Analyst, Management Consultant, Technology Advisement
Project Description	The Sharpe Ops team was responsible for Requirement Gathering, Solutioning and Quality Assurance of a new Vendor Intake System. This new system used Azure web and Salesforce to transform the client's Excel and form heavy intake process to one that leverages the power and efficiencies of a cloud-based CRM solution; enabling the client to quickly process more applications, provide transparency to the end user, and capture rich data.
Systems Improved	- Vendor Intake: Application wizard allowing data capture and processing - Vendor Maintenance: Web portal facilitating vendor self-service - Data Management: Enabling the agency to leverage rich data to support its programs
Project Duration	2022 - 2023
Points of Contact	Kevin Lucchetti, CFO

Client / Agency	Metropolitan Transportation Authority
Contract Type:	Subcontract to Prutech Solutions, Inc.
Sharpe Ops Roles	Project Manager
Project Description	A Sharpe Operations consultant was contracted to lead a 40-person, matrixed team of subject matter experts at the largest commuter railroad in the U.S. in the requirement gathering, development, testing, roll-out and support of a revolutionary mobile ticketing platform, eTix. During the 1st year, eTix supported 10 million tickets, 1 million users, and $250 million of revenue, with less than 200 support issues.
Systems Improved	- Pilot for NYC Subway Omni e-ticketing - Long Island Rail Road e-ticketing - Metro-North Railroad e-ticketing - Onboard Ticket Inspection System
Project Duration	2015 - 2017
Points of Contact	- Priscella Chang, Director PMO - Chris Papandreou, Sr. Director Customer Service