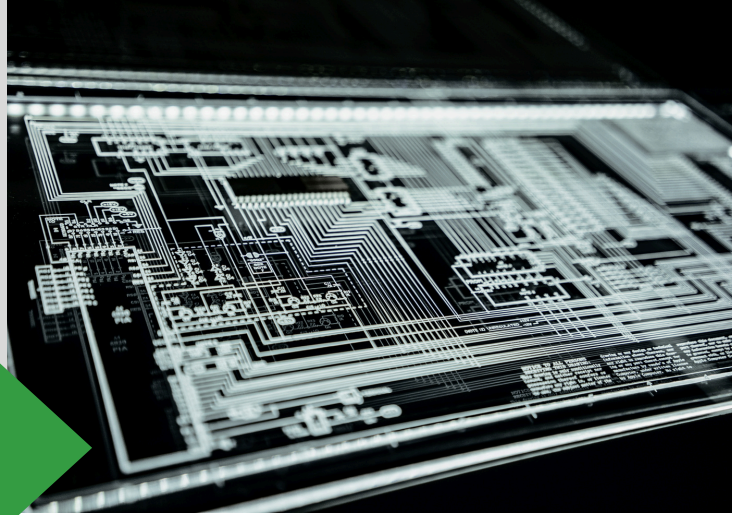




**GRISELDA  
LABS**



# CAPABILITY STATEMENT

D-U-N-S # 129395093 | CAGE CODE 9THS6

## ABOUT THE COMPANY

Griselda Labs is the first minority-owned technology firm from Boyle Heights. Combining deep technical expertise with a commitment to community, we build impactful, user-focused solutions and help young talent to pursue careers in technology.

## PREVIOUS WORK

### Transforming Customer Experience at LegalZoom

Revamped the My Account section to include real-time order updates and self-service features, reducing support calls by 50% and saving millions annually.

### Agile Transformation for the SBA

Optimized workflows and led Agile ceremonies, saving hundreds of thousands of dollars and fostering efficient collaboration between government staff and contractors.

### Enhanced Onboarding at ServiceTitan

Implemented in-app training content, reducing support tickets by 18% and improving customer satisfaction, paving the way for a new learning management system.

### HR Innovations at Bambee

Developed a credit-based inquiry system and launched the “American Plan,” creating new revenue streams while improving customer retention and satisfaction.

## ➤ NAICS CODES

- 541511 Custom Computer Programming Services
- 541512 Computer Systems Design Services
- 541513 Computer Facilities Mgmt Services
- 541519 Other Computer Related Services
- 518210 Computing Infrastructure Providers, Data Processing, Web Hosting, and Related
- 541611 Administrative Management and General Management Consulting Service
- 541618 Other Management Consulting Services
- 541690 Other Scientific and Technical Consulting Services

## ➤ CORE COMPETENCIES

- Web and App Design and Development
- AI and Machine Learning Solutions
- Agile Project Management
- User Experience (UX) Design
- Business Analysis
- Data Analytics and Visualization
- Cybersecurity Solutions
- Cloud Computing Services
- Mobile Optimization
- Multilingual and Localization Services

## ➤ CERTIFICATIONS



## ➤ BUSINESS CONTACT:

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