

ESC BUSINESS MANAGEMENT SOLUTIONS, LLC



CERTIFICATIONS

Women Business Enterprise
(WBE), Missouri

Minority Business Enterprise
(MBE), Missouri

PMI Project Management
Professional (PMP)

Lean Six Sigma Greenbelt

CODES

UEI: CW5HHXJFKBB5

Cage Code: 9WCS9

541611: Administrative
Management And General
Management Consulting
Services

541512: Computer Systems
Design Services

541614: Process, Physical
Distribution, And Logistics
Consulting Services

611430: Professional And
Management Development
Training

CONTACT

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ESC Business Management Solutions is a results-driven operations consulting firm that helps mission-driven businesses, organizations, and government agencies eliminate inefficiencies, streamline operations, and implement scalable systems. Founded in 2021 and headquartered in Missouri, ESC specializes in building the operational infrastructure that empowers organizations to scale sustainably. Our clients have cut operational costs by up to 20%, increased internal productivity by 30%, and established systems that continue to deliver ROI. Led by certified PMP and Lean Six Sigma Green Belt, Eboni S. Cotton, ESC brings nearly 20 years of experience to deliver both strategy and execution.

CORE COMPETENCIES

- **Strategic Planning & Accountability** – Frameworks, roadmaps, and scorecards to align leadership and track measurable outcomes.
- **Business Process Improvement** – Workflow assessments, bottleneck elimination, and efficiency gains across functions.
- **Process Automation & Systems Integration** – Implementing and integrating technology to reduce errors and streamline operations.
- **Project & Program Management** – PMP-led execution of complex initiatives with risk management and stakeholder coordination.
- **Organizational Development** – SOP creation, workforce planning, and change management strategies for scalable growth.

DIFFERENTIATORS

- **Client-Centered:** Combines structure and experience with a relationship-driven approach, ensuring clients receive direct access and agile execution.
- **Action-Driven:** Unlike large firms, ESC doesn't just advise – we implement, train, and embed into operations.
- **Cost-Effective:** Delivers enterprise-level transformation at a fraction of the cost – with real-world practicality, personal partnership, and a deep understanding of the communities we serve.
- **Certified Leadership:** CEO is a PMP, Lean Six Sigma GB, B.S. Electrical Engineering, M.S. Technical Management – blending technical rigor with hands-on expertise.

EXPERIENCE

U.S. Department of Health and Human Services, Administration for Community Living

- Partnered with executive leadership to plan and execute strategic projects and improve efficiencies. Key projects included leading the design and implementation of a multi-functional leadership dashboard, as well as initiatives to streamline the annual program funding plan process. **These projects resulted in improved visibility, stronger process consistency, reduced cycle times, and enhanced cross-office coordination.**

Carol Parker Walsh Consulting Group

- Served as embedded operations lead, overseeing both daily management and long-term efficiency projects. Developed and implemented plans to streamline workflows, optimize tools, and strengthen organizational structure. **Consolidated and optimized technology systems, streamlined workflows, improved process documentation, and enabled the team to work more effectively against strategic priorities.**

The Chiro Place

- Guided CEO of a multi-location chiropractic practice through visioning, brand positioning, and service design to launch a mentorship program for peers in the industry. Delivered vision mapping, brand positioning, marketing strategy, and launch plan. **Strategic planning provided a clear service roadmap, compelling offers, and successful market entry, positioning the business for sustainable growth.**