

Thalia GW Elite VA Solutions LLC

**THALIA GRANT-WISDOM, MSFM, MBA
VIRTUAL ASSISTANT & INDEPENDENT
CONSULTING SERVICES**

Table of Contents

Introduction - Thalia Grant-Wisdom	3
Services Offered	4
Payment Plans	8
Hourly/Ad-Hoc Support	9
Contact Information	11

Thalia Grant-Wisdom, MSFM, MBA

Virtual Assistant

Hello There! I'm Thalia Grant-Wisdom, founder of a sophisticated virtual support service designed for professionals who value precision, discretion, and excellence.

With an extensive background as a Senior Consultant supporting federal agencies and managing complex, high-stakes projects, I bring a refined level of organization, strategic insight, and operational expertise to every engagement. My experience spans financial management, grants oversight, compliance, and executive-level client support—where accuracy and attention to detail are not optional, but essential.

I specialize in providing seamless, behind-the-scenes support that elevates how your business operates. Whether managing critical documents, streamlining workflows, coordinating priorities, or handling sensitive information, I approach every task with intention, efficiency, and the highest standard of professionalism.

As a business owner and commissioned Notary Public, I understand the importance of trust, confidentiality, and delivering an exceptional client experience. My clients rely on me not just for support, but for peace of mind—knowing that every detail is handled with care and precision.

This is more than virtual assistance—it's a strategic partnership designed to help you operate at your highest level.

*Full resume and education verification is available upon request



Services Offered

General Administrative Support

- Calendar and schedule management
- Inbox organization and email correspondence
- Data entry and database management
- Document creation, formatting, and editing
- File organization and cloud storage management
- Meeting coordination and appointment setting
- Travel planning and itinerary creation

Executive Assistance

- Managing daily operations and priorities
- Preparing reports, presentations, and briefings
- Internal and client communication support
- Research and information gathering
- Project coordination and follow-ups
- Confidential administrative support

Services Offered

Customer Support

- Responding to client inquiries via email or chat
- Managing customer service platforms
- Handling returns, refunds, and complaints
- Client onboarding and offboarding
- Maintaining customer satisfaction and retention

E-commerce Support

- Product listing and optimization
- Order processing and fulfillment coordination
- Inventory tracking
- Customer inquiries and support
- Managing online store platforms

Services Offered

Operations & Project Management

- Task and workflow management
- SOP (Standard Operating Procedure) creation
- Team coordination and communication
- Deadline tracking and accountability
- Process improvement and optimization

Financial Management

- Basic accounting support
- Templates for budgets, reports, and invoices
- Financial tracking system setup (spreadsheets, dashboards)
- Receipt and expense report organization for tax preparation
- Creating, sending, and tracking client invoices
- Financial forecasting reports (actuals vs budget)
- Grants management
- Internal controls testing support

Services Offered

Personal Assistance

- Personal calendar and appointment scheduling
- Travel and event planning
- Online purchases and reservations
- Household/vendor coordination
- Gift sourcing and personal errands (virtual)

Specialized Services

- Podcast management
- Course creation support
- Webinar and event coordination

Payment Plans

Starter Package	Growth Package	Professional Package
\$750 (billed monthly)	\$1,500 (billed monthly)	\$2,250 (billed monthly)
15 hours per month	30 hours per month	45 hours per Month
Perfect for solo entrepreneurs or small projects.	Designed for growing businesses needing consistent support.	For established businesses needing regular, flexible support
<p>General Administrative Support (email management & client correspondence, calendar scheduling & reminders, basic document preparation & organization)</p> <p>Executive Assistance (reports, research, light project coordination, task tracking & follow-ups)</p> <p>Personal Assistance (travel coordination, personal calendar & appointment scheduling, online purchases & reservations)</p>	<p>General Administrative Support, Executive Assistance, Personal Assistance, and...</p> <p>E-commerce Support (product listing & optimization, order processing, inventory tracking, customer inquiries & support)</p> <p>Customer Support (responding to client inquiries, managing customer service platforms, handling complaints, client onboarding and offboarding, maintaining customer satisfaction and retention)</p>	<p>General Administrative Support, Executive Assistance, Personal Assistance, E-commerce Support, Customer Support, and...</p> <p>Operations & Project Management (workflow management, SOP creation, team coordination & communication, deadline tracking & accountability, process improvement & optimization)</p> <p>Financial Management (accounting support, financial templates, financial tracking system setup, receipt & expense reporting, client invoice management, financial forecasting, internal controls testing)</p> <p>Specialized Services (podcast management, course creation support, webinar & event coordination, & other tasks as needed)</p>

Hourly/Ad-Hoc Support

Hourly Rate	\$60 per Hour
Service	Choice of 1-3 tasks or a one-time project
Duration	Projects/tasks will be completed within 24-72 hours (depending on the complexity, deadlines, and other criteria)
Billing	<ul style="list-style-type: none"> • Prepaid Hours - Clients will purchase blocks of time in 4-hour increments (4, 8, 12...) • Time will be deducted as tasks are completed • All hourly/ad-hoc support includes a free 20-minute consultation • Client invoices will include a full breakdown of hours worked and tasks completed per day
Communication	Immediate communication available via Slack, email, text message, or phone call
Check-ins/Progress Reporting	<ul style="list-style-type: none"> • Hourly check-ins with a maximum of 3 client check-ins via Zoom or TEAMS per day • Check-ins will include full review of task completion progress (via screenshare) and client feedback • Clients will be notified when hours are running low
Policies (please view terms and conditions all policies)	<ul style="list-style-type: none"> • All services are billed at the agreed hourly rate. Time is tracked accurately and billed in 15-minute increments. Billable time includes task execution, communication, research, and revisions. • Hours must be used within the agreed billing cycle • Additional hours beyond the agreed scope will be billed separately • Due to the nature of time-based services, all payments are non-refundable once services have been rendered. • All clients must review and sign the associated service agreement

Hourly/Ad-Hoc Support

When your time is valuable and details matter, this service offers high-level administrative support tailored to your immediate needs. Ideal for one-time projects or pressing tasks that require swift, flawless execution.

Services may include the following:

- **General Administrative Support** (email management & client correspondence, calendar scheduling & reminders, basic document preparation & organization)
- **Executive Assistance** (reports, research, light project coordination, task tracking & follow-ups)
- **Personal Assistance** (travel coordination, personal calendar & appointment scheduling, online purchases & reservations)
- **Specialized Services** (podcast management, course creation support, webinar & event coordination, & other tasks as needed)
- **E-commerce Support** (product listing & optimization, order processing, inventory tracking, customer inquiries & support)
- **Customer Support** (responding to client inquiries, managing customer service platforms, handling complaints, client onboarding and offboarding, maintaining customer satisfaction and retention)

Contact Information

Ready to get started?

Click on the **Book Online** tab on my website to schedule a free 20-minute consultation!

If you have any questions, please do not hesitate to reach out to me!

Email	Website	Text
tgw@thaliagwelitevasolutions.com	www.thaliagwelitevasolutions.com	703-718-6501