

THE BLACK DIAMOND COLLECTIVE LTD

OPERATIONS | WORKFLOW IMPROVEMENT |
COMMUNICATIONS SOLUTIONS

CONTACT

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COMPANY OVERVIEW

The Black Diamond Collective LTD provides operations, workflow, training, documentation, and communications support to organizations seeking stronger internal processes and more effective service delivery. Our capabilities include virtual customer service operations, workflow improvement and coordination, onboarding and workforce training, process documentation, Salesforce-supported workflows, and multimedia communications.

CORE AREAS OF SUPPORT

- Workflow & Process Improvement
- SOP & Process Documentation
- Workforce Training & Onboarding
- Training Manuals & Facilitator Guides
- Digital Learning & Training Portal Development
- Salesforce Supported Workflows
- Multimedia & Customer Communications.

DIFFERENTIATORS

The Black Diamond Collective LTD combines hands-on operational experience with practical process improvement, workforce training, and documentation development. Solutions are customized to organizational needs, with an emphasis on clear, usable materials, streamlined workflows, virtual service delivery, and technology-supported learning. AI-assisted development is paired with human review to support accuracy, clarity, and practical application.

NAICS CODES:

541611 – Administrative Management and General Management Consulting Services

611430 – Professional and Management Development Training

541519 – Other Computer Related Services

512110 – Motion Picture and Video Production