

Shannah Glenn

Safety Harbor, FL 34695

(210) 845-6099 | shannahglenn@gmail.com

Professional Summary

Detail-oriented administrative and operations professional with more than 15 years of experience performing data entry, maintaining confidential records, preparing reports, and supporting corporate and government operations. Proven ability to enter, verify, update, and maintain accurate data while ensuring data integrity, quality, and compliance with established procedures. Highly organized with exceptional attention to detail, strong Microsoft Office and Excel skills, and a consistent record of meeting productivity and accuracy goals in fast-paced environments.

Core Skills & Expertise

- Data Entry & Verification
- Database & Records Management
- Microsoft Excel & Office 365
- Administrative & Operations Support
- Reporting & Documentation
- Digital Records Management
- Confidential Data Handling & Compliance
- Process Improvement & Documentation
- Quality Assurance
- SAP, Salesforce, Smartsheet & Google Workspace
- Time Management & Attention to Detail
- Certifications & Clearances
- Active Public Trust Clearance (Top Secret Eligible)
- Cybersecurity Awareness & HIPAA Training

Professional Experience

MBO Partners – PwC Talent Exchange – Tampa, FL (Remote) Third Party Labor Operations Specialist – Admin. | Feb 2024-Present

Provide daily operational and administrative support to engagement teams supporting third-party labor operations.

Develop, evaluate, and implement onboarding and offboarding processes.

Enter, update, verify, and maintain operational data, onboarding records, invoices, and reports with a high degree of accuracy.

Utilize SAP and Salesforce to maintain accurate records, track invoices and payments, and support compliance requirements.

Perform quality reviews of documentation, identify discrepancies, and maintain accurate datasets for reporting.

Prepare daily, weekly, and monthly operational reports while managing multiple priorities in a fast-paced environment.

Communicate effectively with cross-functional stakeholders while maintaining confidential information.

Deep Mile Networks LLC – Falls Church, VA (Remote) Project Coordinator Assistant – DoD DHA MHS GENESIS | Jan 2022-Feb 2024

Provided administrative and operational support to a large-scale DoD healthcare mission.

Maintained and updated operational reports, digital records, and documentation with accuracy and consistency.

Performed document reviews to verify data accuracy and support audit readiness.

Coordinated meetings, calendars, and government travel while meeting multiple deadlines.

Handled confidential documentation with discretion.

Peraton Inc. / Inersso – San Antonio, TX (Hybrid) Administrative Assistant – DoD DHA GSC | Oct 2017-Sep 2021

Entered, maintained, and updated confidential employee records, equipment inventories, invoices, and personnel documentation.

Facilitated onboarding, offboarding, and HR documentation including I-9, W-2, and e-QIP.

Prepared reports, maintained digital records, verified data accuracy, and ensured compliance with company and government requirements.

Reviewed timecards and supported executive operations.

Up & Running – Montgomery, AL

Technical Writer – DoD Combat Ammunitions System | Dec 2014-Apr 2017

Reviewed, verified, and maintained technical documentation for completeness, accuracy, consistency, and compliance.

Managed document revisions and deadlines while collaborating with software development teams.

California Franchise Tax Board – Sacramento, CA

Tax Technician / Tax Program Technician I / Key Data Operator | Jan 2006 – Sep 2014

Entered, updated, verified, and maintained large volumes of confidential tax data while consistently meeting productivity and accuracy standards.

Performed quality control reviews to identify and correct discrepancies before final processing.

Maintained accurate electronic records following detailed written procedures and confidentiality requirements.

Processed tax forms, analyzed account transactions, resolved discrepancies, and supported business entity collections.