**Shelvy Snead-Niebauer**

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**PROFESSIONAL SUMMARY**

**Performance-driven Operations Support Administrator** and **Cleared Task Manager** offering 4 years of proven experience at the enterprise level of the Department of Defense. Manage all IC, DoD, and USCC tasks assigned to the J2 via the J2 Operations Tracker. Analyze, investigate, and resolve inquiries and challenges directed to the J29's service desk. Perform a variety of analytical and administrative duties involved in the development, implementation, and administration of the Command’s records management program. Organize, prioritize, manage, and carry out duties efficiently and within established timeframes. Strong communication skills and ability to work independently without supervision and in a collaborative group

* Responsible for receiving, creating, disseminating, managing, tracking, performing quality control, and closing J2 tasks.
* Provides technical and knowledge management solutions to all J2 entities to ensure operational effectiveness.
* Possesses excellent verbal and written communication and interpersonal skills, preparing operating instruction summaries and “How to” articles.
* Effectively utilizes existing business rules and processes to complete complex organizational tasks while fostering an environment that encourages process improvement.
* Extensive record of successful engagements and builds lasting relationships with senior and subordinates alike.
* Able to seamlessly respond to changing organizational priorities and ensure senior leadership has the resources available to meet their objectives and daily requirements.

**KEY QUALIFICATIONS**

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| * Basic Project Management * Time Management * Articulate Communicator * Customer Service * Meticulous attention to detail * Results oriented * JPAS * Global Video Services | * Reports Preparation * Program Improvement * Operating Instruction * Social Media Savvy * Strategic communications * J2 Operations Tracker * SharePoint * Jira | * Confluence * Networking * Subject Matter Research * Professional Presentations * Microsoft Office Suite. * Multi Tasker * Multi-Media function * Defense Travel System |

**PROFESSIONAL EXPERIENCE**

**Operations Administrator & Task Manager | United States Cyber Command, CACI, March 2020 – Present**

* Ensure timely dissemination, review, and closure of all J2 tasks in accordance with assigned suspense dates.
* Validate tasks and coordinate with requestors for clarification if necessary; issue all tasks to J2 elements, and external elements.
* Process internal tasks sent to the J2 Task inbox to facilitate timely issuance to those who need to take action.
* Assist in records management by helping to maintain the office file plan and establish electronic and paper records.
* Reviews and conducts quality control of electronic documents and tasks.
* Adjudicate access requests to three reporting services for all USCC J2 personnel and its partners.
* Update and maintain “How to” articles and Operation Instructions facilitated by the J29.
* Provides technical and knowledge management solutions to all J2 entities to ensure operational effectiveness.

**Executive Assistant | Army Field Support Center, ABSC, Nov 2019 – March 2020**

* Monitor simultaneous, competing administrative priorities to ensure mission requirements are met.
* Update the calendars for Command leadership upon request and submit a monthly comprehensive analysis of the Commanders schedule; providing observations, trends, and recommendations related to time management.
* Receive, escort, and sign-in visitors and guests; answer, screen, and respond to telephonic and electronic requests. Answer inquiries, make referrals, and take messages as appropriate.
* Review, coordinate, edit, and disseminate Command Group and Commander’s personal/special staff correspondence.
* Provide protocol advice for social, official, and dignitary events.
* Assemble and organize read-ahead materials, talking points, and other relevant material in advance of Commander, Command Group, and Personal/Special Staff members’ meetings and engagements.
* Coordinate travel arrangements, itineraries, travel orders, and commitments for Commander, Command Group, and Personal/Special Staff.
* Coordinate logistics and all actions for briefings, off-site meetings, conferences, official events, social functions, dignitary visits, and ceremonies.
* Maintain and update staff action tracking tool daily.
* Develop written recommendations to improve the internal AFSC staffing process quarterly.
* Develop and deliver briefings, reports, plans, meeting notes, presentations, etc., to Government Team Lead, as required.

**Executive Assistant | Defense Information System Agency, CKA LLC, Nov 2018 – Nov 2019**

* Provide analytical & specialized support to relieve and assist on behalf of senior & deputy leadership.
* Analyzes and coordinates task responses & submissions to develop final reports/recommendations to satisfy TMT requirements.
* Oversees, trains and evaluates the executive contracting administrative team.
* Marshals the Defense Travel System for executive leadership, ensuring all DTS reservations are correct prior to travel and vouchers are processed correctly when the traveler has returned.
* Routine use of JPAS to validate SCI clearances for secure & controlled entry into the SCIF and issue badges as necessary.
* Assist with additional ad hoc projects, email editing and management, and/or meeting materials (such as presentations and charts) as requested.
* Manage multiple calendars, schedule meetings and assist in preparation for ceremonial occasions for Agency leadership.
* Oversee DCC & DCO SharePoint sites, ensuring file updates, content organization and staff meeting material.
* Help to ensure that the senior leaders meet deadlines, appointments, events and meetings on the schedule.

**Security Contractor, | Department of Defense; Cencore LLC,**

**Jul 2018 – Nov 2018**

* Entrusted to monitor actions of non-cleared contractors to protect against unauthorized release of classified information.
* Conduct daily operational security entry and exit inspections of personnel to be supervised.
* Ensure safety and security procedures are followed in order to mitigate risk and harm.
* Report any unauthorized materials/activities in all secure areas.
* Communicate with senior security personnel when actions were required to maintain security and workflow operations.

**Aide & Front office Coordinator | Pivot Physical Therapy|**

**Mar 2014 – Nov 2018**

* Assist on-site therapist with the demonstration of rehabilitation exercises and stretches.
* Administering acute and minor care needs during patient appointments and throughout treatment process.
* Providing clerical support to the office manager, including, but not limited to, answering phones, scheduling patient follow ups and initial examinations, and organizing patient files.
* Greet and assist patients when they arrive; as well as collect copays.
* Perform daily bookkeeping activities and update the accounting system.
* Review and approve billing encounters for each patient.
* Communicate with Insurance companies to obtain patient benefits and treatment extensions.
* Schedule new patient and follow-up appointments for the therapists.
* Maintain an effective filing and records system to keep the office organized and efficient.
* Create and update patient profiles within the company’s online database.
* Assist the Therapists and staff members with any miscellaneous tasks they may need help with to ensure office efficiency.

**EDUCATION**

**Anne Arundel Community College, Arnold MD**

Associates of Science in Homeland Security Management and Intel Analytics

Expected Graduation Date: June 2021

**Chesapeake Senior High School, Pasadena MD**

Diploma, May 2014

**Security Clearance**

TS/SCI with CI Polygraph