

# SHAWNA HAND

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## PROFILE

BioConnect DE Biomanufacturing Certificate graduate with hands-on GMP and regulated manufacturing training. Experienced in production support, inventory accuracy, and process documentation within fast-paced operational environments. Detail-oriented and systems-focused, with a strong foundation in compliance, workflow coordination, and data tracking.

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## TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Problem Solving
  - Data Tracking & Reporting
  - GMP & GDP Compliance
  - Workflow Coordination
  - Quality Management Systems (ISO 9001)
  - SOP Adherence & Documentation
  - Cross-Functional Communication
  - Problem Solving
  - Inventory Accuracy & Reconciliation Support
  - CRM & Case Tracking Systems
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## EDUCATION

- BioManufacturing — BioConnect DE** February 2026  
*Certificate of Completion*
- Project Management Institute** March 2021  
*Associate Project Management Certificate*
- Temple University** December 2011  
*Bachelor of Arts*
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## WORK EXPERIENCE

### Assembly Technician

- Bloom Energy (Contract via Manpower) Newark, DE | 2024 – Present
- Collaborate with engineering and operations teams to execute energy system builds within tight timelines.
  - Previously managed part carts and staged components for production builds, maintaining organized material flow and minimizing shortages
  - Follow SOPs and safety protocols in a regulated manufacturing environment, while maintaining accurate documentation and monitoring component usage.

### Account Manager

- Novo Wilmington, DE | 2023 – 2024
- Managed onboarding and service activation for new clients, acting as a liaison between internal operations, billing, and technical teams.
  - Delivered high-touch customer service and documented service workflows to ensure continuity and accuracy.
  - Maintained CRM-based tracking of onboarding cases, escalations, and resolution milestones.

### Customer Advocate Analyst

- Project Management Institute Newtown Square, PA | 2016 – 2023

- Handled complex case escalations across IT, billing, and membership teams, ensuring regulatory compliance and positive member experiences.
- Facilitated onboarding and training of new team members, creating documentation and delivering knowledge sessions.
- Supported service process improvements and collaborated with internal project managers to enhance support operations.

### **Customer Service Representative**

Republic Services

King of Prussia, PA | 2013 – 2016

- Acted as point-of-contact between dispatch, billing, and service operations to resolve field issues and client concerns.
- Documented and followed up on all customer requests using internal systems, ensuring full service completion.
- Mentored new staff and assisted in revising training guides for better process clarity.