

Brenda Hammond

Administrative Assistant 4

Sunnyvale, CA | [LinkedIn](#)

Executive Administrative Assistant with 10+ years supporting senior leadership across defense, aerospace, venture capital, and government sectors. Skilled in calendar management, travel coordination, event logistics, and handling confidential operations.

EXPERIENCE

Administrative Assistant 4

Mar 2026 — Present

Northrup Grumman

Sunnyvale, CA

Manage Director's calendar and prioritize meetings across multiple departments while coordinating domestic travel arrangements with detailed itineraries and expense processing through Concur. Orchestrate meetings and events including staff sessions, customer briefings, and VIP site visits, handling conference room reservations and catering logistics. Prepare agendas, meeting minutes, and track action items while maintaining SharePoint and submitting facilities requests.

Executive Assistant

Jan 2018 — Dec 2022

Lockheed Martin

Cape Canaveral, FL

Provided comprehensive administrative and technical support to Site Director in a high-security aerospace manufacturing environment. Managed complex executive calendars, coordinated domestic and international travel with detailed itineraries and expense reconciliation through Concur, and maintained Secret Security Clearance while handling confidential labor relations materials. Coordinated internal meetings, executive off-sites, and VIP engagements including venue logistics, catering, and action item tracking while serving as primary administrative liaison between senior leadership, government agencies, and cross-functional departments.

Retail Operations Manager

Jan 2016 — Dec 2018

Hart's Fabric

Santa Cruz, CA

Oversaw daily operations including HR coordination, vendor negotiations, and inventory controls for a retail fabric business. Implemented Google Workspace systems to improve tracking and operational efficiency while managing a staff of 18 sales associates and warehouse employees. Developed workshops and managed event logistics to drive engagement and revenue growth, coordinated event-based marketing strategies tracking budgets, venue selection, staffing, and guest tracking.

Federal Program Manager

May 2014 — Present

Level 3 Communications

Level 3 Communications, LLC

Primary point of contact responsible for updates, adds, deletions and changes to GSA Schedule 70 and Regional contract vehicles for product and service offerings via the GSA contract modification process.

Prepare contract modification packages for submission to GSA, utilizing GSA electronic methodologies and direct submissions to Contracting Officers.

Coordinate analysis and submission of GSA proposed technical and pricing contract modifications, addressing discussion items and negotiations for a successful modification award.

Serve as liaison to ensure strategies, contract vehicle structure and pricing that support the solutions being offered are contractually compliant and within GSA rules and guidelines.

Ensure contract deliverables and reporting requirements are met and within compliance.

Maintain and upload current, GSA approved, Schedule 70 Pricelist on GSA Advantage! ®.

Provide database administrative functions to support GSA Contractor Assistance Visits (CAVs) to ensure required documentation is maintained and sales data for IFF Payments reconcile with 72A quarterly reporting.

Interface with GSA Contracting Officers, Designated Agency Representative, government agency end-users and Level 3 Communications, L.L.C. vendors to complete comprehensive monitoring, tracking, reconciliations, research, input and analyses for service ordering and billing.

Define, evaluate, plan and implementing of improvements in business processes and practices.

Pricing/Financial Consultant

Jan 2012 — Present

GR-Systems, Inc.,

Falls Church, VA

CONDUCT CONTRACT MODIFICATION REQUIREMENT REVIEWS FOR GSA CONNECTIONS II Contract.

Review and analyze contracted enterprise-wide solutions including all labor, equipment and products necessary to support the integration of telecommunications, networking and network-centric applications for completeness and validity.

CONDUCT MARKET RESEARCH ANALYSES: Evaluate effectiveness of proposed contract modifications, including scope reviews. PROVIDE SUPPORT, GUIDANCE AND COORDINATION for Pricing Evaluations for GSA to ensure analyzed proposed pricing leads to reductions and cost savings to the Government. PREPARE EVALUATION REPORTS AND RECOMMENDATIONS to GSA on proposed pricing of in-scope items and items not already priced on contract to ensure pricing is within FAR guidelines and contractually compliant.

Networx Transition Manager

Apr 2006 — Dec 2010

Verizon Business

Ashburn, VA

Key member of team responsible for the transitioning of services for General Service Administration (GSA) largest federal telecommunication contract in history with an overall ~ \$20B value.

Subject Matter Expert (SME) assigned to Contracting Officer's and Designated Agency Representatives (DAR) to guarantee successful, timely, efficient transition, coordination and assistance from FTS2001 Bridge and GSA Crossover contracts.

Top Tier Billing Liaison responsible for managing 100% of ~\$1M voice services transitioned, consisting of 18K accounts within one year period.

Managed revenue invoicing for \$62.1M yearly.

Identified \$1M in revenue recovery; improved billing and operational efficiencies through the development of internal audit processes.

Reviewed Service Order Completion Notifications (SOCNs), Contract Line Item Numbers (CLINs) to identify each service, feature, Service Enabling Devices (SEDs), and other pricing components to proactively monitor revenue and minimize inaccurate billing.

Owner / Operator

Jan 2006 — Dec 2016

Restaurant James Randall

Los Gatos, CA

Directed all administrative, financial, and operational functions of a high-volume restaurant and catering business.

Managed contracts, budgets, vendor agreements, payroll, compliance documentation, and all accounting functions including AR/AP. Coordinated large-scale events for over 1,000 guests overseeing full logistics, staffing, scheduling, and vendor management while preparing financial summaries to monitor profitability and operational performance.

Administrative Assistant

Jan 2002 — Dec 2005

County of Santa Clara

San Jose, CA

Managed heavy calendar and scheduling requirements in a fast-paced county government office supporting Policy Aides in District V, the largest district managing 11 cities with 400,000 residents. Worked closely with Chief of Staff to produce Board agendas, detailed meeting minutes, financial documentation, and reports while serving as liaison between County Supervisor and other city and county governmental agencies. Managed all incoming telephone and email inquiries, directed constituents to appropriate departments, and tracked inquiries to identify community needs and trends.

Billing/Customer Service Manager (Sales Support)

Aug 2001 — Apr 2006

MCI Corporation

McLean, VA

Managed team of ~6-8 exempt and contracted Billing Specialist supporting the Department of Defense and Military agencies, NMCI, Department of Homeland Security, Pentagon, White House, State Department, Defense Research and Engineering Network (DREN), World Bank, United Nations and the Embassies.

Conducted all administrative, management obligations associated with employee hiring, training, development, career planning, motivation, account assignments and termination in support of specific agencies and revenue modules. Located revenue to increase company's profitability.

Managed \$3.5B - \$4.0B revenue modules with an estimated 90% + yearly sale quota attainment.

Tracked and monitored 20-30 billing issues monthly from inception to closure.

Analyzed, audited and approved all credit & debt adjustments >\$25K.

Partnered with internal and external customers to proactively manage accounts receivables to ensure overall segment maintained a 15% reduction on a monthly basis.

Reduced billing trouble ticket issues by 25% through development of automated billing tracking system.

Maintained circuit inventory

Monitored monthly invoicing.

Managed Order processing of MACD's & managed ordering life cycle.

Executive Assistant

Jan 2001 — Dec 2002

Network Photonics

Petaluma, CA

Supported VP of Engineering in a startup environment by managing information flow and coordinating engineering leadership meetings while tracking action items and following up on deliverables. Built processes from scratch to help scale the organization and prepared presentations and reports for leadership and board meetings. Supported hiring processes, interview scheduling, new hire onboarding, and HR documentation while onboarding and supporting 30 engineers with administrative requirements and team building activities.

Executive Assistant

Jan 1997 — Dec 2001

Sand Hill Capital

Menlo Park, CA

Oversaw daily financial operations including AR/AP, wire transfers, tracking financial contracts and incoming investment opportunities for a \$500M venture fund. Supported five C-level executives while managing dynamic calendars with investor meetings and board meetings. Coordinated board meetings, prepared board materials, and organized quarterly updates and reporting while monitoring due diligence timelines and pitch meeting schedules.

National Account Support Consultant

Jul 1983 — Aug 2001

MCI Corporation

Pentagon City/Tyson's Corner VA

Provided support to Civilian account team and customer under FTS2001 contract.

Project managed Accounts Receivables to ensure revenue projects were met.

Identified credit issues and provided timely resolutions to process credits.

Monitored Customer Service Agreements to ensure contractual terms were in compliance. Defined and implemented strategies to increase revenue performance.

Reviewed and issued credits for validity and Tariff compliance.

Provided yearly forecasted and preparation of yearly budget.

Performed billing analysis/action plan to ensure invoice accuracy & resolve discrepancies in a timely manner.

EDUCATION

Johnson C. Smith University - JCSU

Jan 1978 — Jan 1982

Bachelors of Science in Business Administration

SKILLS

Executive-level administrative support · Advanced Outlook calendar management · Microsoft Teams management · Domestic and international travel coordination · Expense reporting · Concur administration · Meeting and event logistics · Microsoft Office Suite · Word · Excel · PowerPoint · SharePoint · Google Workspace · QuickBooks · ADP Payroll · Adobe Creative Suite · Photoshop · Illustrator · InDesign · Slack · Asana · Enterprise Software · Access · SaaS · Salesforce.com · Telecommunications · Program Management · Requirements Analysis · Integration · Leadership · Management · Training · SDLC · Process Improvement · Business Analysis · Strategy · Managed Services · Project Management · Vendor Management · Market Research · Analysis · Project Planning · Team Leadership · Policy · Business Process · Sales · Budgets · Coaching · Security · Business Process Improvement · Quality Assurance · Strategic Planning · Employee Training · Networking · PMP · CRM · Finance · Data Center · ITIL · Government