Shannon is a program manager within the Family Advocacy Division at the National Center for Missing & Exploited Children in Alexandria, Va. At NCMEC, Shannon is responsible for helping families locate local services when there is a missing or sexually exploited child. Shannon manages the travel programs and grant funding for the Family Advocacy Division and is responsible for all data collecting and reporting. Shannon also provides training to mental health professionals, social service agencies, law enforcement and community members concerning missing and sexually exploited children. Shannon currently serves as the Victim Services committee co-chair for the Northern Virginia Human Trafficking Task Force. Shannon has also been designated a reunification specialist by the Department of State and has traveled internationally to present on best practices when parents and children reunite.

Before joining the National Center for Missing & Exploited Children, Shannon was a forensic interviewer and child protective service's investigator in Fairfax County, VA's Department of Family Services. She has investigated child abuse and neglect cases and coordinated services for all types of victims and families. Shannon has also worked within other family services fields including foster care, teen parenting and juvenile delinquency. Shannon has a Master of Arts in applied developmental psychology.