

M. Lynn Owens

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PROFESSIONAL SUMMARY

Strategic operations partner with a track record of improving processes, optimizing workflows, and strengthening employee engagement across complex environments. Experienced advisor to senior executives, translating vision into execution and driving cross-functional initiatives that enhance performance, accountability, and operational clarity. Recognized for navigating ambiguity, orchestrating governance rhythms, and advancing organizational priorities with precision and sound judgment.

CORE COMPETENCIES

Operational Strategy | Process Optimization | Cross-Functional Leadership | Project & Change Management | Data-Driven Decision Support
Executive Enablement | Stakeholder Engagement | Operational Excellence | Lean & Six Sigma Methodologies | AI-Augmented Operations

TECHNICAL SKILLS

Microsoft Office Suite, Google Workspace, Adobe Acrobat Pro, SAP, Concur, Video Conferencing Software (i.e., Microsoft Teams, Zoom, Cisco Webex), CRM, Project Management, Event Planning

PROFESSIONAL EXPERIENCE

SHIPMAN & GOODWIN LLP, HARTFORD, CT

06/2025 - Present

EXECUTIVE OPERATIONS MANAGER

- Strategic partner to senior executives, enabling governance, strategic execution, and leadership alignment in a multi-stakeholder environment.
- Translate executive priorities into structured workflows that align firmwide functions around shared outcomes.
- Drive the Management Committee rhythm and executive materials ensuring reliability and alignment across functions.
- Apply prompt engineering techniques to synthesize complex information and produce polished communications and reports.
- Leverage AI tools to surface process inefficiencies and deliver data-driven recommendations that drove continuous improvement.
- Integrate core business functions on multi-month initiatives, translating strategic decisions into action and driving 100+ items to completion.
- Coordinate cross-functional teams on expansion and integration initiatives, aligning timelines, deliverables, and executive communications.
- Maintain audit-ready governance records and decision logs to support leadership continuity and strategic decision-making.
- Architect and manage the annual leadership calendar, aligning key compensation, evaluation, budgeting, and strategic milestones.
- Provide continuity and institutional knowledge across leadership initiatives, expansions, and organizational change.

ITT INC., STAMFORD, CT

10/2021 – 04/2025

SENIOR EXECUTIVE ASSISTANT

- Drove operational alignment across key business functions, improving cross-departmental efficiency and strengthening executive decision-making.
- Led workflow redesign and process standardization, reducing reporting time by 50% and improving accuracy across multiple functions.
- Implemented a legal e-billing platform that cut invoice processing time by 50% and improved billing accuracy by 75%.
- Managed financial oversight, achieving 98% budget adherence and identifying cost-saving opportunities that reduced expenses by 15%.
- Led 10+ cross-functional initiatives focused on process improvement, change management, and operational governance.
- Executed 25+ high-impact events annually, ensuring seamless logistics and stakeholder engagement.
- Developed scalable systems and templates that improved documentation quality, reduced errors, and increased operational consistency.

ROSENBERG & ESTIS, P.C., NEW YORK, NY

06/2021 – 10/2021

EXECUTIVE LEGAL ASSISTANT

- Served as a strategic partner to executive leadership across commercial and residential real estate, elevating operational performance and decision-making.
- Led optimization of 60+ property transactions, achieving 98% accuracy and materially reducing legal and operational risk.
- Directed due-diligence and compliance oversight, preventing issues in 90% of transactions and strengthening executive judgment.
- Orchestrated cross-functional alignment across legal, finance, and operations, shaping high-value negotiations and strategic outcomes.
- Advised leadership on operational risks and emerging issues, providing data-driven insights that informed strategic decisions.
- Strengthened organizational execution by streamlining workflows and reinforcing standards across high-impact initiatives.

OLSHAN FROME WOLOSKY LLP, NEW YORK, NY

05/2015 – 07/2021

EXECUTIVE LEGAL ASSISTANT

- Advised department chairs across corporate law, real estate, and IP, advancing strategic priorities and elevating operational performance.
- Supported \$50M+ initiatives, strengthening execution, alignment, and outcomes across high-visibility projects.
- Drove efficiency gains that increased partner availability 10% and reduced document preparation time 30%.
- Strengthened financial discipline by overhauling billing workflows, reducing discrepancies 30% and increasing billable hours 15%.
- Led cross-functional coordination to streamline workflows, reinforce compliance, and raise operational standards.

EDUCATION

COLORADO TECHNICAL UNIVERSITY, COLORADO SPRINGS, CO

- Executive Master of Business Administration - International Business | Magna Cum Laude
- Bachelor of Science Degree in Business Administration - International Business | Magna Cum Laude

August 2012
July 2011

CERTIFICATIONS

Notary Public, State of Connecticut

