

Are you navigating a period of growth, restructuring, or increasing cross-functional complexity where stronger systems, clearer workflows, and more effective decision support would make a meaningful difference? These moments often call for sharper prioritization and more intentional operating rhythms, particularly when operational clarity and integrated execution are needed to sustain momentum.

Throughout my career, I've been the person leaders turn to when the work becomes complex, cross-functional, or high-stakes. I focus on improving how organizations operate strengthening decision-making, managing risk, and building operating rhythms that bring clarity and cohesion to teams. These experiences have shaped my calm, people-centered, analytical mindset and reinforced my ability to distill complexity into practical, forward-moving action that supports both leaders and the teams around them.

If these dynamics align with your needs, I'd welcome the opportunity to discuss how I might support your goals. Please feel free to reach out to schedule a time that works well for you.

Best regards,
M. Lynn Owens

PROFESIONAL SUMMARY

Strategic operations leader with direct experience supporting senior executives as a trusted advisor and operational force multiplier. Proven ability to translate vision into execution, drive cross-functional initiatives, and build scalable systems that enable clarity, accountability, and performance. Adept at applying Lean principles to clarify problems, improve flow, strengthen decision-making, orchestrating governance rhythms, and advance organizational priorities with precision, discretion, and sound judgment.

CORE COPETENCIES

Executive Eablement | Strategy Deployment | Process Excellence | Project & Change Management | Financial Oversight | Cross-Functional Collaboration | Stakeholder Engagement | Process Optimization & Flow | Governance & Operating Rhythms | Risk Mitigation & Compliance Data-Driven Reporting | Continuous Improvement | Quality at the Source

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 improve flow, reduce variation, align firmwide functions around shared outcomes.
- Drive the Management Committee rhythm and executive materials ensuring reliability, standard work and alignment across functions.
- Integrate core business functions on multi-month initiatives, translating strategic decisions into action and driving 100+ items to completion.
- Drive cross-functional alignment during firm expansion and integration initiatives, orchestrating timelines, materials, and leadership communications across firmwide functions.
- Lead cross-functional alignment during expansion and integration initiatives, orchestrating timelines, materials, and communications to ensure smooth transitions.
- Maintain audit-ready governance records, decision history to support leadership continuity and long-range decision-making.
- Architect and manage the annual leadership calendar, aligning key compensation, evaluation, budgeting, and strategic milestones into a cohesive operating system.
- 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 flow 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%, reinforcing quality at the source.
- 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.
- Streamlined workflows and reinforced standards to improve consistency and reduce variation 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

CERTIFCATIONS

Notary Public, State of Connecticut

WEBSITE

mlynnowens.com