

PROFESONAL SUMMARY

Strategic operations leader 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 COPETENCIES

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

PROFESSIONAL EXPERIENCE

SHIPMAN & GOODWIN LLP, HARTFORD, CT EXECUTIVE OPERATIONS MANAGER

06/2025 - Present

- 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 SENIOR EXECUTIVE ASSISTANT

10/2021 – 04/2025

- 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 EXECUTIVE LEGAL ASSISTANT

06/2021 – 10/2021

- 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 EXECUTIVE LEGAL ASSISTANT

05/2015 – 07/2021

- 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

WEBSITE

mlynnowens.com