

LINDA TAYLOR FLEWELLEN

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SUMMARY

Senior Executive Assistant & Operations Partner with nearly 40 years of experience providing high-level administrative and strategic support to C-suite and senior leaders. Skilled in managing complex calendars, high-visibility initiatives, and cross-functional coordination while leveraging AI tools to improve efficiency. I bring a calm, organized presence to fast-paced environments and help leaders stay focused on what matters most through clear communication and simple systems.

CORE COMPETENCIES

- **Executive Support:** Supporting leaders with a calm, organized partnership that keeps their day moving smoothly.
 - **Operations Management:** Creating structure, improving processes, and keeping work flowing with ease.
 - **Calendar and Meeting Coordination:** Managing full schedules, preparing leaders, and ensuring follow-up items are completed.
 - **Project, Initiative & Event Coordination:** Managing high-visibility initiatives, events, trackers, deadlines, and action items across multiple programs and executives.
 - **Process & Systems Setup:** Organizing information and creating simple systems that support growth and efficiency.
 - **Cross-Functional Coordination & Strategic Partnership:** Strengthening communication and collaboration while exercising sound judgment to support multiple leaders.
 - **Technology & AI-Augmented Workflows:** Using tools such as Google Workspace, spreadsheets, project management systems, and AI to improve productivity and documentation.
 - **Leadership Partnership:** Anticipating needs, protecting time, and creating a calm environment for leaders to do their best work.
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PROFESSIONAL EXPERIENCE

Senior Executive Assistant & Operations Partner (Consultant)

My Virtual Tender Touch | Feb 2021 – Present

- Manage executive calendars, inboxes, and workflows for multiple leaders
- Organize Google Workspace, shared drives, and permissions
- Build and update Airtable and Asana boards for onboarding and project tracking
- Support HR tasks including candidate tracking and compliance records
- Create clear SOPs and workflows that reduce administrative friction
- Leverage AI tools (Copilot, ChatGPT, Gemini) to improve efficiency and workflow
- Assist with expense tracking, reporting, and financial tasks
- Coordinate high-visibility initiatives and cross-functional meetings with minimal oversight

Operations Manager (Contract)

WhereBy.Us Enterprises, Inc. | Oct 2023 – Jan 2026

- Directed daily workflows across operations, HR, and leadership while supporting multiple executives
- Managed onboarding, offboarding, payroll coordination, and employee records
- Provided executive support, travel coordination, and high-priority initiative management to the CEO
- Created training materials and documentation that improved consistency across teams
- Strengthened communication between leadership and cross-functional teams

Virtual Assistant (Contract)

Times Etc. | Feb 2020 – Jan 2023

- Delivered high-volume virtual executive support across multiple clients
- Managed calendars, inboxes, travel, research, and reporting
- Supported invoicing, accounts payable, and financial tracking with precision
- Developed project tracking systems that improved visibility and client satisfaction

Business Administrator (Contract)

GPS Group Peer Support | Jan 2021 – Aug 2023

- Managed operational workflows, including onboarding, billing, and vendor coordination
- Coordinated schedules, communications, and documentation across leadership and facilitators
- Standardized training workflows and improved program delivery processes

PROJECT HIGHLIGHTS

- **Employee Tracker (HR Operations):** Maintained employee-tracking systems for new-hire onboarding and compliance acknowledgments.
- **State Registrations & Filings:** Created and maintained state registration and filing processes for new hires.
- **New Hire Onboarding Board:** Developed Airtable and Asana project boards for onboarding workflows.
- **Past Due Tickler Reports:** Generated weekly reports in RECWeb and LoanIQ to ensure accuracy across financial statements.
- **Employee Reference Guide Update:** Reviewed and organized HR documentation to improve clarity and compliance.

ADDITIONAL EXECUTIVE & ADMINISTRATIVE EXPERIENCE

Executive Assistant to the President — Marcus & Millichap

Executive Assistant — KeyBank Real Estate Capital | KeyBanc Capital Markets

Senior Administrative Secretary — PNC Bank

Administrative Professional (Sr. Admin. Secretary; Admin. Support Coordinator) — Nationwide Insurance

Administrative Assistant — The Ohio State Medical Association

Administrative HR Coordinator — Pathlore Software Corporation

Administrative Professional (various clerical positions) — Bank One, NA | Banc One Services & Leasing

EDUCATION & TRAINING

Legal Secretary I & II — Northeast Career Center

Guiding Principles of Business Etiquette — KeyBank

Project Initiation & Planning; Dealing with Ambiguity — Nationwide Insurance

Project Mgmt. for Non-Project Managers; Effective & Assertive Business Communication — National City

AFFILIATIONS & RECOGNITION

Recognized by Influential Women (Verified)

Honored Listee — Marquis Who's Who

Member — American Society of Administrative Professionals (ASAP)

Member — International Association of Administrative Professionals (IAAP)

Volunteer — Columbus Area Habitat for Humanity