

Kate Mishchenko

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SUMMARY

Operations professional with 7+ years of experience building programs, systems, and teams across healthcare, D2C marketplace and global supply chain. Proven record of designing workflows from scratch, delivering measurable efficiency gains, and partnering with cross-functional stakeholders to drive results. Comfortable with ambiguity, high-ownership environments and turning complex problems into scalable operational infrastructure.

EXPERIENCE

Program Operations and Care Manager · Tremont Helps Inc — NYC Health Home & Social Care Network *Jan 2025 – Present*

- Served as Care Manager within the Health Home program, directly coordinating care monthly for 70 patients across complex medical, behavioral, and social needs.
- Built the operational infrastructure for a new Social Care Network division from scratch - designing intake workflows, eligibility routing, billing reporting and performance trackers that scaled the program to 600+ enrolled members within 6 months.
- Designed and deployed staff onboarding materials for newcomers cutting onboarding time by 30%.

Operations · SKELAR — Late-Stage Startup Marketplace *Jan 2022 – Dec 2024*

Regional Operations Lead *Jan 2023 – Dec 2024*

- Directed regional operations for a 20M+ user D2C marketplace, coordinating across Product, Engineering, Finance, and Marketing to keep multi-market programs on schedule and on budget.
- Led cross-functional launches for new product categories and partner integrations, managing end-to-end planning, stakeholder alignment, and post-launch performance tracking.
- Built operational playbooks and escalation frameworks that reduced unresolved partner issues by 20+ hours per month across regional teams.

Operations Manager *Sep 2022 – Jan 2023*

- Designed and launched a chatbot solution to overhaul the partner payment dispute process — replacing a fragmented, manual claims flow with a structured algorithm and direct finance team routing, resulting in measurable NPS improvement.
- Spearheaded implementation of Salesforce-based invoicing, eliminating automatic invoice errors and manual invoice generation, saving the finance team ~1 hour per week.
- Served as single point of contact for the finance zone within the supply team, owning all escalations and cross-functional coordination.

Business Analyst *Jan 2022 – Sep 2022*

- Redesigned the partner payment infrastructure, cutting the settlement cycle from 60 days to 10 days and reducing finance team processing time by 15 hrs/week.
- Built a LatAm analytics dashboard tracking partner performance, revenue attribution, and conversion across 3 markets — used by senior leadership for quarterly planning.
- Designed and launched a partner incentive program that increased partner engagement 25% within the first quarter.

Product Supply — Customer & Logistics Operations · Procter & Gamble *Jun 2015 – Jan 2022*

Customer Operations Team Lead *Jul 2021 – Jan 2022*

- Led a team of 8 customer operations specialists managing \$120M+ in annual order volume; maintained 99% product availability across a high-pressure logistics portfolio.
- Earned P&G Gold Performance Award for operational excellence and cross-functional leadership.

Customer Team Logistics Manager *Jan 2021 – Jan 2022*

- Managed end-to-end order fulfillment and logistics coordination for key retail accounts, resolving supply disruptions with <24-hour turnaround while maintaining service level agreements.
- Implemented a proactive exception-management workflow that reduced order discrepancies by 35 cases/month and saved ~\$180K annually in chargebacks.

Distributor Team Logistics Manager *Apr 2019 – Jan 2021*

- Optimized distributor replenishment cycles and inventory positioning across a multi-region network, improving forecast accuracy and reducing out-of-stock events.
- Earned P&G Silver Performance Award for supply chain process improvement initiative.

Supply Network Operations Intern

Oct 2018 – Apr 2019

- Supported supply network planning and inventory analysis; contributed to process documentation and reporting used by logistics leadership.

SKILLS & TOOLS

Operations: Program design, workflow engineering, compliance operations, cross-functional program management, process improvement

Analytics: Data governance, KPI dashboards, reporting infrastructure, supply chain analytics, business intelligence

Tools: Notion, Salesforce, Google Workspace, Excel/Sheets, SQL (basic), Tableau (basic), Lovable, Replit, Base44

Soft skills: Stakeholder management, executive communication, ambiguous environment navigation, high-ownership execution

EDUCATION

Harvard Business School Online Business Analytics Certificate

NTUU Kyiv Polytechnic Institute M.S., Biotechnology & Bioinformatics

INTERESTS

Volleyball | Biohacking & Longevity | Behavioral Psychology