

Kimberly Iacovella

Fractional VP of Operations

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I help growth-stage companies build the operational infrastructure they need to scale — without the overhead of a full-time executive hire.

WHAT I DO

- Strategic planning & KPI framework design
- Process design & workflow optimization
- Team building, hiring & performance management
- Vendor evaluation & contract negotiation
- Cross-functional program management
- Operational infrastructure & systems buildout

PROOF POINTS

- **>95% user adoption** on enterprise platform across 60+ countries, 2,500+ users (Citi)
- **10 → 19 FTE team build** across 4 countries; 53% improvement in Manager Effectiveness scores (Citi)
- **37-day strategic implementation** — assumed PM role mid-flight, ensuring on-time delivery (Citi)
- **100% on-time delivery** across 120+ global audit executives on high-severity QA remediation (Citi)
- **KPI dashboards built from scratch** — transitioned from manual reporting to Cognos & Tableau (Citi)
- **95% pass rate** on Risk Management remediation closure packages (Apple Bank)

ENDORSEMENTS

"Kim...is fantastic. She is one of the best execution drivers I have worked with. She is meticulous, hard working and hyper results-oriented."

— **Jayeeta Basu, Managing Director, Citi**

"Very quickly felt the impact of Kim's ability to work across teams, develop an organized and effective project plan, and drive change."

— **Erin Lewis, Director (Former Manager)**

"Precise in giving directions and effective in communicating expectations and deliverables."

— **Georgie Chan, Chief-of-Staff to Chief Auditor, Citi**

BACKGROUND

20+ years in operations, program management, and organizational design across financial services (Citi, Apple Bank, Barclays), consulting (Grant Thornton), and early-stage startups.

Currently supporting operations pro bono for a climate tech startup, building go-to-market infrastructure and operational playbooks from the ground up.

EDUCATION & CERTIFICATIONS

MBA — NYU Stern School of Business (Langone Part-Time Program)
MS, Mathematics Education — Lehman College (CUNY)
BS, Business Administration — UC Berkeley, Haas School of Business
PMP (active since 2013) | PSM I (2025)

ENGAGEMENT MODEL

Commitment

3-month minimum

Structure

20–25 hours/week

Rate

\$260/hr

Location

Remote / Hybrid (NYC)

Availability

Immediate

IDEAL FIT

- Growth-stage companies (40–150 employees)
- Post-funding operational buildout
- Founder-led teams ready to scale
- Companies needing senior ops without a full-time hire

Let's talk if your company has the ambition but needs the operational infrastructure to match.