

OLAIDE BHADMUS | Customer Success Leader

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Summary

Customer Success Leader with 7+ years in SaaS. Built and scaled CS teams, launched retention playbooks, and drove CSAT up 25%. Managed portfolios worth \$2M+, reduced churn 20%, and improved revenue per account through strategic upselling.

Skills

Customer Management

- Onboarding & Retention
- Product Adoption
- Time-to-Value Reduction
- Health Scoring

Tools & Tech

- Zendesk, Intercom, Salesforce
- Data Analysis
- AI-Powered Insights

Methods

- Agile • Scrum • SDLC
- Technical Support

Leadership & Strategy

- Team Management (Hiring, Coaching, Retention)
- Executive Stakeholder Engagement
- Revenue Expansion (Upsell/Cross-sell)
- Churn Prediction & Reduction

Experience

Product Owner & Customer Success Manager | Bite & Sips | On-site | Nov 2023 - Present

- Improved retention 20% via smooth workflows and better customer experience
- Drove 30% sales boost using data-led menu changes
- Cut service time 25% by streamlining processes

Operations Manager | VideoRemix, DE | Remote, U.S. | Apr 2021 - Aug 2024

- Launched 10+ products, lifting user adoption 60%
- Hired and onboarded 30+ team members, slashing time-to-hire 40%
- Resolved product issues with cross-functional teams, raising satisfaction 20%
- Managed roadmaps and sprints, ensuring 70% on-time delivery

Customer Success Team Lead | VideoRemix, DE | Remote, U.S. | Jun 2018 - Apr 2021

- Led team of 5 CSMs supporting global SaaS clients
- Achieved 95% retention rate with lifecycle management
- Rolled out QBR strategy across 50+ accounts
- Reduced onboarding time 40% with standardized playbooks

Customer Success Specialist | VideoRemix, DE | Remote, U.S. | Jul 2017 - Jul 2018

- Hit 90% first-response rate via Intercom
- Boosted adoption 20% with tailored onboarding sessions
- Drove 25% more engagement through strategic webinars
- Managed 1,000+ monthly transactions with 99% accuracy

Education & Certifications

BTech, Computer Science | Our Savior Institute | 2010

Certifications

- Workflow Specialist, Asana | 2025
- Product Management, LinkedIn Learning | 2024
- Data Analytics, Coursera | 2024
- Project Management, Coursera | 2024
- IT Support, Coursera | 2024

Languages

- English (Professional) • German (Beginner)