OLAIDE BHADMUS

Operations Manager

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Summary

Operations Manager with 8+ years leading support, development, and cross-functional teams for remote US-based SaaS and tech clients. Expert in rebuilding broken systems, driving efficiency, and delivering results without fluff.

Skills

Technical Tools	Methodologies	Leadership & Analytics
• Asana • Intercom • DialPad • Analytics Platforms (Google Analytics, Tableau, etc.)	• Agile • Scrum • SDLC • Process Optimization • KPI Tracking	• Team Empowerment • Change Management • Data-Driven Decision Making • Customer Retention

Experience

Chief Operating Officer | Bite & Sips Food and Drinks | On-site | Nov 2023 – Present
- Drove 30% sales growth by leading market analysis and launch strategies
- Cut iteration cycles by 25% through new scalable processes
- Boosted retention 20% with feedback-driven improvements

Operations Manager | VideoRemix | Delaware, US (Remote) | Apr 2021 – Aug 2024
- Reduced time-to-hire 40% by redesigning recruitment workflows
- Delivered 70% of development sprints on schedule
- Lowered complaints 90% via streamlined support procedures

Development Teams Manager | LTV Fund | Delaware, US (Remote) | Nov 2021 – Jun 2022
- Achieved 95% on-time releases for seven teams
- Automated metrics reporting, cutting admin overhead 15%

Operations Manager | Txt2give | Delaware, US (Remote) | Mar 2021 – Nov 2021
- Increased satisfaction 25% by overhauling support processes
- Handled 50+ weekly tickets, cutting resolution time 30%

Education & Certifications

BTech, Computer Science | Our Savior Institute | 2010

Certifications
- Workflow Specialist, Asana | Jan 2025
- Product Management Professional, LinkedIn Learning | Feb 2025
- Project Management, Coursera | Oct 2024
- Data Analytics, Coursera | Sep 2024