

# BHADMUS O. OLAIDE

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## PROFESSIONAL SUMMARY

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Versatile, customer-centric, high-performer with 10 years of experience to help customers to solve practical business challenges by consulting, account management and sales. Relationship enhancing credibility and strategic customer service.

## WHERE I'VE BEEN

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### **VideoRemix, Delaware, Wilmington, USA - Remote**

Customer Success Team Lead - June 2018 - Current

- Contributes to sales engineering effectiveness by identifying short-term and long-range issues and recommending courses of action.
- Proven success managing high performance clients in building customer retention and store value through outstanding technical support and competitive technical knowledge of high-end technology
- Help improve customer experience by identifying obstacles and streamlining the process
- Responsible for reducing refund rate using interpersonal skill and streamlining delivery process.
- Created processes that reduces ticket count and encourages instant reply using intercom.
- Recommended changes, improvements or deletions in products according to customer feedback.
- Conducted analysis to address high refund and churn rate which led to low refund rate and customer retention.
- Collaborated with team and successfully supported 3 product launches.
- Responsible for converting great deal of leads through professional responses and product knowledge.
- Managed training and on-boarding of new team members
- Responsible for developing product articles topics
- Played instrumental role in client satisfaction by working with operational teams for proper resolution of service issues.

### **VideoRemix, Delaware, Wilmington, USA - Remote**

Customer Success Specialist - July 2017 – July 2018

- Provided Customer/ Technical support and attending to users queries through Intercom and Emails.
- Provided sales and technical support to customers on GotoWebinar during webinar sales.
- Conducted Onboarding calls and Consultation calls using zoom meetings.
- Writing of product articles.
- Managing users' account which includes creating of coupons, cancellation of subscriptions, refund of purchases and product management on JVzoo, Zaxaa and DealGuardian payment platform.
- Gathering and providing the product team with accurate feedback from the customers.

- Gained customer acceptance by demonstrating cost reductions and operations improvements.

### **Skippers Fast Food, Port Harcourt, Rivers State**

Head, IT - Dec 2015 – May 2017

- Managed information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Design, develop, implement and coordinate systems, policies and procedures
- Managed staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Identifying problematic areas and implement strategic solutions in time
- Preserve assets, information security and control structures

### **Skippers Fast Food, Port Harcourt, Rivers State**

Head, Customer Service - Dec 2015 – May 2017

- Maintained stock within optimal levels to meet expected customer and sales levels.
- Worked extra shifts during busy periods and covered for call-in employees to maintain service levels.
- Performed store opening, closing and shift change actions, including completing accurate shift change logs, to keep operations efficient and current.
- Trained, mentored and developed new cashiers with positive and encouraging techniques to maximize performance and team contributions.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Built effective training and coaching strategies to optimize team performance.

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## **WHAT I'VE LEARNED**

- **Bachelor of Computer Science**

Our Savior Institute Of Science And Technology,  
2009 - 2011

- **High School**

Polytechnic High School, Ijokodo, Ibadan  
1999 – 2005

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## **TECHNOLOGY SUMMARY**

**Systems:** Windows OS, Mac OS, Linux, Android

**Databases:** MySQL

**Languages:** HTML5, CSS, Python

**Software:** MS Office (Word, Excel, Outlook, Access, PowerPoint), Corel Draw, Photoshop/Element, Macromedia Fireworks, QuickBooks, Sage Pastel, Unicenta, Foodzaps, Zendesk, Intercom, Asana, GotoWebinar, Zoom meetings, Slack, Google Suite, EverWebinar

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## **CERTIFICATIONS**

- 2017-06** Certificate of Completion in HTML&CSS
- 2016-09** Certificate of Completion in Information Tech. Management Workshop
- 2016-07** Certificate of Completion in Leadership Training Course
- 2013-08** Certificate of Completion in Personal Productivity Training
- 2006-03** Certificate of Completion in Computer Appreciation & Operations.