

Oluwakemi "Kemi" Olonade, PMP

kemimolonade@gmail.com | (310) 854-9516 | linkedin.com/in/kemi-olonade | New York City, NY

Strategy & Operations Leader Summary

Program leader with 10+ years driving customer adoption, retention, and expansion through scalable, data-driven programs in high-growth B2B SaaS environments. Known for bringing structure to ambiguity and partnering closely with Product, Engineering, Sales, and Customer Success leaders to deliver measurable outcomes. Balances strategic priorities with hands-on execution to help teams move faster, reduce risk, and scale effectively.

Qualifications

Scalable Customer Programs | KPI Design & Governance | Cross-Functional Leadership | Agile Delivery | Performance Tracking & Reporting | Automation & Workflow Design | Executive Stakeholder Alignment | Sales, Finance & RevOps Partnerships

TOOLS: Salesforce, Tableau, Jira, Asana, Smartsheet, Monday.com, Confluence, Lucidchart, Sigma, Hex, Google Suite, Microsoft Office

Work Experience

Rivian | Senior Program Manager

Aug 2024 - Present

- Own end-to-end operating model for multi-team delivery across Sales and Customer Operations, defining strategy, KPIs, tooling, and governance supporting **50+ team members**.
- Lead revenue and operational performance programs aligned to growth and cost targets, partnering with Sales, Finance, and Operations leaders to monitor attainment and pipeline pacing.
- Designed governance frameworks for customer incentives and discretionary spend, **reducing unplanned spend by \$20M** over three consecutive quarters while improving forecast accuracy.
- Built automated **Salesforce and Tableau dashboards** enabling real-time visibility into productivity, adoption, and pipeline health; **improved data accuracy by 37%**.
- Design and execute strategic **Salesforce outreach campaigns and workflow automations, increasing conversion 4% quarter-over-quarter**.
- Partner with **VP-level Product, Engineering, and Operations leaders** to lead weekly execution and risk reviews, aligning priorities and surfacing delivery risks early.
- Manage strategic B2B partner programs (**Costco, Google, Nvidia, JPMorgan Chase**), building engagement and reporting models to track conversion, adoption, and revenue.
- Spearhead rollout of AI-driven sales coaching and automated customer response workflows, **improving order conversion by 7% across Sales and Customer Operations**.

Mynd Management | Senior Program Manager

Apr 2022 - Aug 2024

- Led launch and scale of cloud-based real estate marketplace generating **\$100M+ in transaction revenue**, establishing durable operating frameworks, KPIs, and performance reporting.
- Directed a **10-member cross-functional pod** across Product, Operations, and Analytics, with ownership over roadmap prioritization, OKRs, and execution tradeoffs.
- Built reporting and automation systems that **increased data accuracy by 30%** and enabled leadership to assess performance trends and guide investment decisions.
- Streamlined operational programs through Agile delivery, **reducing cycle time and costs by 60%** while improving predictability of execution.
- Partnered with Product and Analytics teams to scale **customer onboarding, retention, and support systems** across regions.

Better Mortgage | Program Manager

Dec 2020 - Apr 2022

- Scaled operations from **1 to 15 states and 35+ metro markets in 12 months** using Agile program management and cross-functional coordination.
- Designed and executed a multi-phase expansion roadmap that aligned Sales, Product, and Operations functions for national growth.
- Implemented data-driven CRM and sales systems, generating **\$2.5M+ in new revenue within 6 months**.
- Managed strategic vendor integrations to streamline partner data flow and improve pipeline accuracy.

Better Mortgage | Customer Success Manager

Jan 2020 - Dec 2020

- Scaled and led a **75-member customer success team**, developing training frameworks and performance dashboards to support national expansion.
- Created enablement documentation, outreach cadences, and **automated customer engagement workflows** to scale service delivery nationwide.

Education

University of Southern California, Los Angeles, CA — Bachelor of Arts, International Relations, December 2014

Licenses & Certifications

Project Management Professional (PMP) — December 2025

California Real Estate Salesperson License (2014 - Present)

New York Real Estate Salesperson License (2022 - Present)