

Kene Ezeoke

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SUMMARY

Experiences program manager with 14+ years driving measurable outcomes across Amazon, Apple, Google, F5, and an early-stage SaaS startup. I specialize in building cross-functional operational programs from scratch, translating ambiguous business challenges into structured execution, and delivering data-informed insights to senior and executive leadership. I thrive at the intersection of strategy and execution, partnering with Product, Legal, Finance, and GTM teams to design scalable programs, develop analytical frameworks, and drive alignment across complex organizations.

EXPERIENCE

Sr Program Manager, AMAZON

Jul 2024 to Present

Add to Delivery (AtD) -- business performance management and customer experience operations

Seattle, WA

- Built the business performance metrics program from zero in my first week, standardizing reporting across 3 orgs and 4 partner teams and cutting BI data requests by 50%. Program insights have reached Amazon board meetings and earnings call callouts.
- Authored executive-level performance narratives using data and customer feedback to identify root causes, quantify impact, and drive product reprioritization, resulting in a 156bps reduction in customer cancellations and 120bps reduction in return rates.
- Designed and launched a GenAI-powered reporting automation system: wrote the business logic framework enabling LLMs to interpret performance data, set the roadmap for data infrastructure, and delivered weekly automated dashboards now used across VP-level leadership.
- Stood up the Voice of Customer program from scratch, building feedback dashboards, standardizing weekly reporting, and creating early warning mechanisms to surface experience issues and mitigate risk before escalation.
- Delivered first Customer Listening Session in 2 weeks against a 60+ day typical lead time, and unblocked stalled customer support content within 3 weeks by driving cross-functional resolution across teams that had been stuck for months.

Senior Program Manager Business Operations, F5 NETWORKS

Jan 2022 to Nov 2023

PMO transformation and product launch acceleration

Seattle, WA

- Cut cycle time for company-wide launches by 20% by redesigning the PMO model, gaining buy-in from Product VPs and the CPO, then implementing new workflows and policies across the org.
- Led top-priority product launch to ship 50% faster than industry standard by developing a new project plan and driving 6 cross-functional teams, delivering \$45MM in annual revenue (+6% YoY).
- Overhauled the software beta program and grew participation 10x through new customer acquisition strategies, structured evaluation criteria, and operational improvements.

Channel Partner Operations Manager, APPLE

Jun 2021 to Jan 2022

North America channel partner operations and supply chain | Austin, TX

- Managed \$500MM in North America revenue through operational planning, forecasting, and supply chain risk mitigation with zero inventory delays.
- Recovered \$10MM+ in perishable orders by building a first-of-its-kind internal backlog analysis tool that surfaced payment and fulfillment risks invisible in existing reporting, driving resolution across account management teams.

Product Operations Manager (MBA Intern), GOOGLE

Jun 2020 to Sep 2020

Subscriber retention and CX team integration

Mountain View, CA

- Drove 60% increase in subscriber engagement by synthesizing VOC data to proactively identify at-risk subscribers, then collaborating with marketing and support to design and implement retention programs.
- Led organizational change to integrate 3 product CX teams, establishing shared evaluation systems and metrics that drove 20% increase in cross-selling revenue while achieving economies of scale.

Launch Program Manager, AMAZON

Aug 2015 to Aug 2019

International expansion and marketplace partner operations

Seattle, WA

- Delivered 40% YoY revenue growth with 70% of allocated budget by developing data-driven content acquisition strategies and phased launch plans across 8 countries in EU and APAC.
- Scaled third-party partner onboarding 8x to support Prime Now expansion into 50+ US cities through geographic launch plans, streamlined processes, and automation.
- Achieved 25% increase in Prime member engagement by overhauling strategic playbooks and building an incremental impact attribution model, gaining VP alignment and implementing changes cross-functionally.
- Reduced weekly effort by 27% for a 200-person sales team by identifying workflow inefficiencies and leading CRM improvements from concept to launch.

Sales Operations Manager, SILVERLINE

Aug 2011 to Aug 2015

Founding team member, product viability and SaaS revenue operations

New York, NY

Joined as employee #13 and first hire for a new SaaS product line. Tasked with proving viability by closing deals within 3 months. Revenue funded the first PM hire and grew the business into a multi-million dollar line. Progressed through Sales Rep, Customer Success Manager, and Sales Operations Manager as the team scaled.

- Closed initial deals that proved product-market fit, directly enabling the company to hire its first Product Manager and scale into a viable revenue-generating business, attracting investment from Marc Benioff.
- Owned SaaS revenue operations: managed Salesforce CRM workflows, built pipeline tracking and reporting infrastructure, and drove the operational rhythms that supported 27% quota overperformance across the sales team.
- Achieved 85%+ subscription renewal rate for enterprise clients against a 75% annual goal by designing proactive churn risk frameworks and managing escalations across the customer base.
- Built two customer support portals from scratch and automated support operations, cutting issue resolution time by 48 hours.
- Built and grew the team from 1 to 6, developing junior team members through coaching, best practices, and structured feedback.

TOOLS & EXPERTISE

GenAI & Data: RAG, LLMops, Prompt Engineering, Context Engineering, SQL, Advanced Excel, Tableau, QuickSight, LLM-powered reporting automation

Program Management: LucidChart, Miro, Mural, Smartsheet, Asana, Confluence, Jira, SharePoint

CRM & Revenue Operations: Salesforce (Sales Cloud, Service Cloud), HubSpot, Qualtrics

EDUCATION

THE UNIVERSITY OF CHICAGO BOOTH SCHOOL OF BUSINESS

Master of Business Administration (MBA)

Chicago, IL

Concentrations: Operations, Marketing, Strategic Management, Behavioral Science

STATE UNIVERSITY OF NEW YORK, STONY BROOK

Bachelor of Science, Biology

Stony Brook, NY