

Hey!

I'm Cody Buczkowski

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For a complete list of work experience, feel free to check [linkedin.com/in/codybuczkowski](https://www.linkedin.com/in/codybuczkowski) or just ask.

What do I do?

My clients are my biggest resource. I make sure to put out fires before they smell smoke. Being proactive lets me be a human churn/at-risk flag. I know I've done a good job when my clients refer me to someone unprompted. I ensure our relationship is strong enough for them to be comfortable shooting me straight and that they trust me enough to know that I will always do the same.

Experience

NOV '24 - APR '25

Bask Health, NYC | Contract, Remote – *Customer Success Manager*

- 100% success rate on selling pre-booked demos. Bringing them from conception to launch and post sale support.
- Worked nights and weekends, took calls past midnight from bed, and answered support questions while “off” or even while running errands to ensure my clients got the support they needed.
- Introduced upselling and initiated a referral plan within the CS team.

NOV '23 - NOV '24

BLR, Nashville | Remote – *Customer Success Lead*

- Managed a 25 account portfolio valued at \$4M+ ARR
- Led a 5 person team and trained them in retention, upselling, and referrals.
- Worked closely with engineering and product to create new products, enhancements, and provide white glove service so my clients have everything they need and more.

JUL '19 - JUN '23

Packback, Chicago | Hybrid – *Customer Success Lead*

- Boosted average client retention of ~50% - >90% in the first term; >100% by term two.
- Managed ~150 faculty and admin accounts.
- Added additional Universities and Departments just through referrals which continue to generate millions annually.
- Managed a team of 12. I coached, trained, roleplayed, and always jumped in when needed. Their accounts are my accounts.

Education

AUG '08 - MAY '12

Illinois State, Normal, IL – *Bachelor's in Early Childhood Education*

Awards and Continued Leadership

Rookie of the Year - **Packback 2019**

Vice President of **Alpha Chi Honor's Society** '11 - '12

Customer Success Advisor '22 - '24 at **University of Richmond** (In the process of rejoining now)