

# Cody Buczkowski

Customer Success Professional

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## Professional Summary

Started in sales, transitioned into client success, and maintain long-term client relationships with past clients. Never missed a goal, quota, or target. 100%+ retention rate.

My goal is to be a customer advocate whilst remaining a man of the company.

## Core Skills & Competencies

- Customer Success & Retention
- Client Engagement & Relationship Building
- Project Management
- Analytics & KPI Tracking
- Communication & Presentation
- Salesforce, Freshdesk, Slack, Google Tag Manager, Workday, Excel, HubSpot, Plain, and just about anything else you can think of related to account management and analytics.

## Professional Experience

### Customer Success Manager | Bask Health | Nov 2024 - April 2025

- Managed 30 accounts (~\$2M ARR), 100% on-time delivery.
- Implemented LegitScript, GTM, and storefront setups.
- 100% client satisfaction via onboarding and support.

### Senior Client Success Manager | BLR | Nov 2023 - Nov 2024

- Managed 35 enterprise clients (~\$3M ARR), 106% retention.
- Increased revenue 20% YoY, cut onboarding by 30%.

### Senior Client Manager | Packback | Jul 2019 - Jun 2023

- Raised retention from 50% to 98%, \$1.5M incremental revenue.
- Managed 160+ relationships, trained 10+ team members.

### Junior Account Executive | Yelp | Oct 2018 - Jul 2019

- 130%-150% sales quota, top 5% of hires.
- Promoted within 6 months for mentorship and performance.

### Sales Consultant | Toyota of Tampa Bay | Aug 2014 - May 2018

- Achieved 120%+ sales targets, top 3 sellers all time.
- Set 20-year sales record with 33 cars sold in one month, 95% CSI rating. To my knowledge, it's still the record.

## Education

**B.A. in Early Childhood Education | Illinois State University | Graduated 2012**