

KENNY GAZKO

Customer Success & Operations Leader | Systems Builder (JavaScript · React · Node.js · TypeScript)

Verona, NJ | Remote

PROFESSIONAL SUMMARY

Customer Success and Operations leader who scales early-stage startups by building the systems they run on. I come in on the customer side, owning retention, onboarding, and support, then design and program the internal tooling that lets a lean team operate like a much larger one: custom CRMs, knowledge bases, messaging platforms, and automated workflows that replace expensive SaaS subscriptions with software the company owns. I build and lead Customer Success departments from the ground up, hiring, training, and standing up teams so founders can stay focused on strategy and sales. At the same time, operations, retention, and support run cleanly underneath them. Most recently that meant taking one company's recurring tooling spend from roughly \$15,000 a month to roughly \$500 by replacing its rented stack with software it owned.

CORE STRENGTHS

Customer Success & Retention: Onboarding, churn reduction, CSAT/retention strategy, account management, Tier 2/Tier 3 escalation ownership, customer lifecycle management.

Operations & Leadership: Department build-out, hiring & training, team mentoring, SOP design, cross-functional collaboration, remote team management, COO-level operational ownership.

Systems & Engineering: Full-stack internal tooling (JavaScript, light Python, React, Node.js, TypeScript), custom CRM/knowledge base/messaging app development, workflow automation, SaaS consolidation & cost reduction.

Platforms & Tools: HubSpot, Zendesk, Intercom, GoHighLevel, ClickUp, Trello, Teamwork; AI workflow & voice AI integration (Vapi.ai), light Twilio, Fathom API; retrieval-augmented AI trained on in-house documentation.

PROFESSIONAL EXPERIENCE

Head of Client Success | TutorMax.io (Digital Marketing, Remote) *Oct 2025 – May 2026*

- Cut recurring tooling spend from ~\$15,000/month to ~\$500/month (infrastructure upkeep + GoHighLevel) by replacing ClickUp used as both a CRM and project tracker and the surrounding paid SaaS tools with company-owned software.
- Built and deployed the replacement stack from scratch in JavaScript and light Python with React, TypeScript, and Node.js: a Kanban ticketing system, an internal technical knowledge base, a separate client-facing knowledge base, and a team messaging platform.
- Built an AI layer trained on in-house documentation that pulls weekly client-meeting transcripts via Fathom's API. It identifies the issues actually raised, automatically opens tickets for tech support, and backfills the knowledge base with fixes and context discussed but never written down.
- Shipped a public client portal onto the same Kanban system: clients track their tickets, comment, and close them when an issue resolves itself, while internal technical discussion stays hidden, and the CEO retains oversight of both views.
- Scaled the company from 3 to 13 people, personally building out a 10-person Customer Success function: hired, trained, and onboarded the entire team, and set the standards and SOPs they operate by.
- Reduced onboarding response times by 40% by documenting and automating the full client-onboarding workflow.
- Served as the bridge between customers and engineering, translating user feedback into prioritized product and process improvements.

Customer Success Consultant (Contract) | FunnelPros.ai / Nonstop Automation (Remote) *May 2025 – Jun 2025*

- Engaged to diagnose and fix Customer Success failures for 80+ SaaS clients in the construction sector; owned Tier 2/Tier 3 escalations and resolved recurring CRM and workflow breakdowns.
- Partnered with engineering to deploy immediate fixes and rebuild SOPs, reducing churn and lifting client engagement within a one-month engagement.
- Recognized by executive leadership as combining strong performance with the ability to improve how the work gets done and bring out the best in the surrounding team.

Chief Operating Officer | Next Wave Services (Creative Studio, Remote) *Sep 2024 – Sep 2025*

- Ran operations for a fast-paced startup studio as COO, owning production and client delivery while scaling output and holding quality and timelines.
- Designed and implemented AI-driven workflow automations that cut project turnaround time by 30%.
- Built a self-sustaining operational system that ran without daily oversight, transitioning from full-time to part-time to advisory as the system matured, freeing leadership to focus on growth.
- Led and mentored cross-functional teams across operations, engineering, and marketing.

Resolutions Manager | B2B Rocket (AI-powered SaaS, Remote) *Mar 2024 – Aug 2024*

- Led a team of 8 Customer Service Managers handling high-priority escalations and disputes for an AI SaaS platform.
- Reduced dispute losses from ~90% to ~10% within two months by redesigning internal resolution workflows.
- Directed root-cause analysis on recurring technical issues and trained staff on AI-assisted resolution to speed response times.

Web Developer / Inventory & Social Media Manager | Silver Ahmet *Jun 2023 – Nov 2023*

- Built and launched a fully integrated eCommerce store and a custom inventory-management system, increasing order accuracy by 95% and doubling online sales.
- Ran social campaigns that grew engagement and traffic by 75%.

Data Entry & Payroll Specialist | KMG Consulting (Remote) *Mar 2020 – May 2023*

- Managed the firm's payroll system, ensuring accurate processing of employee wages and benefits.
- Developed and optimized operational systems to improve efficiency, incorporating OKRs and EOS methodologies.
- Led remote teams, implementing performance tracking and accountability frameworks.
- Provided technical support and troubleshooting for VPNs, security protocols, and remote work tools.

SELECTED PROJECTS

Independent products built end-to-end. Each began as a small operational pain point I wanted to stop having.

- **PlayMaker**: No-code 2D-to-3D game development engine with physics, destruction, dynamic lighting, and fluid simulation, plus in-house asset workshops so creators never need third-party software. React, TypeScript, Three.js, Babylon.js, Clerk, AWS S3.
- **SuperTurkBot**: Twitch creator platform spanning a web app, a native C++ OBS Studio plugin, and a Manifest V3 browser extension. Captions are encoded on the streamer's machine and auto-translated into each viewer's own language; viewers mix their audio balance from separated tracks (JustTheMic). React, Node.js, PostgreSQL, Drizzle, LiveKit, C++/CMake.
- **A.V.Y.N.**: Self-hosted team messaging and voice built to remove per-seat licensing entirely; deployed as part of the TutorMax stack. React, Node.js, PostgreSQL, Firebase Auth, Daily.co.
- **StreamRacer**: Multiplayer browser racing game where Twitch chat joins as AI-controlled drivers alongside live human players inside one server-authoritative simulation. Babylon.js, Havok physics, WebSocket, and npm workspaces.

EDUCATION

Collins College, B.S. in Information Technology

LANGUAGES

English (fluent) · Turkish (conversational)