

Cody Stone

Passionate professional living at the intersection of people and technology.

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Work Experience

Senior Partner Success Consultant

August 2022 - Present
OnPay, Inc.

Managed partnerships with large accounting firms to provide payroll, tax, and financial services for 20k+ individual SMBs across all 50 US states. Acted as team lead and SME for junior teammates. Analyzed and audited large, complex datasets using Python and Excel. Provided consultation, product demos, and support to ensure proper implementation and training. Traveled to industry-specific conferences to make personal, in-person connections with new and existing clients.

- Conducted consultations with new and existing partner firms to determine best practices for their individual use cases
- Processed large datasets to identify sales opportunities, flight risks, and ensure optimal revenue capture
- Served as primary point of contact to resolve system issues
- Provided troubleshooting deep dives for product issues and liaised with development to implement bug fixes and product enhancements
- Utilized CRM software to ensure appropriate levels of contact with each partner firm
- Performed periodic, proactive health checks of firms to ensure satisfaction with company products and services

Implementation Specialist

October 2021 - August 2022
ADP, Inc.

Provided consultation and support as a product expert at the world's largest payroll solutions provider to companies implementing business-critical payroll SaaS products. Built and maintained positive relationships with clients to ensure long-term success and account retention.

- Collaborated and communicated with cross-functional teams in a B2B environment to deliver a superior client experience
- Automated select high-impact workflows using Python
- Served as primary point of contact for clients
- Maintained average Net Promoter Score above 90%, indicating exceptional client satisfaction across hundreds of clients
- Trained clients to become power users of company software
- Handled escalations of high-touch or high-complexity accounts
- Researched undocumented company processes and created easily digestible step-by-step documentation for use by entire business unit

Advanced Emergency Medical Technician

February 2019 - October 2021
Grady Health System

Owned the pre-hospital patient experience by administering high-quality medical care in unpredictable and time-sensitive environments.

- Excelled in a fast-paced environment while maintaining positive relationships with colleagues and patients
- Provided tailored and targeted education regarding health and safety to vulnerable populations
- Navigated and overcame prolonged challenges related to being a front-line emergency medical professional during the COVID-19 pandemic
- Selected to test and give feedback on potential new software implementations

Education

Bachelor of Business Administration

University of Georgia

Associate of Arts in Business Administration

University of North Georgia

Skills

Professional

Communication, De-escalation, Problem Solving, Collaboration, Organization, Analytical

Technical

Operating Systems

- macOS, Linux, Windows, iOS, Android

Collaboration

- Slack, GitHub, HubSpot, RingCentral, Notion, ZenDesk, Nextcloud, Salesforce, Asana, Teams, WebEx, Google Workspace

Programming

- Python, SQL, VBA, HTML/CSS

Office

- Excel, Word, PowerPoint, Outlook, Skype, Visio, SharePoint, LibreOffice, Power BI

Certifications

Fundamental Payroll Certification (FPC)

PayrollOrg / American Payroll Association

IT Fundamentals+

CompTIA

Emergency Medical Services Certificate

Chattahoochee Technical College

Basic Life Support for Healthcare Providers

American Heart Association

Volunteerism

Volunteer Farmhand

October 2019 - January 2022
UGArden

- Assisted in harvesting and processing organic produce to donate to local charities
- Managed new volunteers to achieve farm objectives
- Led tour groups around farm to highlight key operations

LGBT Ambassador

August 2019 - January 2020
LGBT Resource Center

- Assisted with LGBT-specific diversity, equity, and inclusion initiatives
- Raised awareness for mental health challenges within the local gay community