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Hi everyone—Bill here.

If this feels a little surreal, it's because it is. I walked into this company in 1994 with a scuffed briefcase, a borrowed tie, and the kind of confidence only a 24-year-old with a beeper can have.

Back then I was in sales, learning that “customer obsession” isn't a slogan—it's a survival plan.

In 2001, we opened the Midwest region. It was a map, a rental car, and a very optimistic forecast.

We built something real together out there.

By 2010 I was SVP of Sales, which mostly meant I got better at asking great people to do great work and then getting out of their way.

In 2016 I became Chief Commercial Officer, and I learned the difference between owning the result and hogging the spotlight.

Hint: give away the credit and hold tightly to the accountability.

Then 2020 arrived.

We all got the same plot twist.

We pivoted to digital channels, sprinted, stumbled, and doubled subscriptions by 2022.

It wasn't magic—it was transparency, resilience, and an army of people who believed the customer still needed us, just in a different doorway.

Speaking of stumbles—my first big pitch ran long because I tripped over the projector cord and blacked out the room.

Full theater dark.

I confessed, cracked a joke, and we did the rest by daylight and handouts.

We won the account.

Turns out people buy from people, not projectors.
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I've been called generous with credit.

Guilty as charged.

Your wins—those quiet Tuesdays when a rep coached a teammate, the late-night product tweak that saved a launch, the cool-headed response to a hot customer—those are the highlight reel of my career.

To my team: you made me look smarter than I am.

To my peers: thank you for the arguments that ended in better answers.

To our customers: you kept us honest and made us better.

To my family: thank you for loving me through quarter-ends and red-eyes and the occasional suitcase that lived in the hallway longer than a houseplant.

What's next?

I'm trading boardrooms for riverbanks.

If you spot me fly-fishing, I'm just workshopping a strategy with a trout.

There will be backyard pizza experiments, which may or may not require a fire extinguisher.

There will be travel photos where half the frame is my thumb.

And there will be a stack of business biographies reminding me that every "overnight success" took 10 years and a few resets.

I'll still be cheering you on.

Keep the customer at the center and the ego at the door.

That formula survives every market cycle I've met.

If you ever need a sounding board—or a pizza taste tester—reach me at cto@kuchventures.com.

I answer best somewhere between dawn and the first espresso.

Thank you for 32 unforgettable years.

It has been the privilege of my professional life to build this with you.

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