

Hey Jordy—

Nine years. That's a long enough stretch for a houseplant to outgrow its pot, a sourdough starter to develop a personality, and apparently for one person to accumulate thirty-seven coffee mugs without technically "owning" a single one of them.

But that's you, Jordan Lee: the only person who could turn our breakroom into a ceramic museum and still fix a customer's problem before the espresso finishes pulling.

You showed up in 2017 and jumped straight into Customer Success like you'd been taking calls in your sleep. Two years later, you launched the First-Call Fix playbook, and the rest of us immediately started pretending we'd been doing it that way all along.

Three quarterly MVPs later, no one doubted who people called when the dashboard blinked red at 4:59 p.m.

You trained over fifty new reps—fifty!—and every single one of them left onboarding with two things:

a habit of asking the right question first, and a weird craving for brisket because somehow every example you gave involved BBQ.

And then there was your Friday Q&A livestream for customers.

Half tech clinic, half late-night show.

You'd plug in a workaround, drop a GIF, teach something useful, and sign off like it was no big deal.

Meanwhile, you were quietly setting the bar for what "customer-first" actually looks like.

My favorite Jordy moment?

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That furious caller who came in breathing fire.

Most of us would've hidden under the desk.

You fixed the issue mid-call, apologized like a human, then mailed a handwritten note—plus a coupon for the customer's dog, who had been barking on speaker the whole time.

Two weeks later, that same customer sent cookies and a five-star review titled "I was wrong."

That's patience, optimism, and practical creativity in one phone call.

We're going to miss your legendary GIF replies in Slack.

Nobody else can calm a channel down with a single Kermit-sipping-tea at 8:01 a.m.

We'll also miss your steady voice when a new rep freezes, the way you listen longer than most people talk, and your unflappable "We'll figure it out."

And now—retirement.

Which, for you, means more cycling, more backyard BBQ smoke drifting over the fence, more Spanish practice beyond "¿Dónde está el filtro del café?", and more tinkering with espresso machines until they purr like kittens.

If anyone can get a perfect shot at 27 seconds flat, it's the person who made First-Call Fix a thing.

So here's to you, Jordy:

May your bike trails be sunny,
your pulled shots be dialed in,
your grill run hot and your inbox run empty,
and may you never hear hold music again.

We'll keep your playbook close, your mugs labeled, and your GIF game unmatched—okay, we'll try.

Thank you for the nine years, the wins, the calm in the storm, and the way you made this team better just by showing up.

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Happy retirement, friend. Now go ride.

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