

Garrett Stack

Enablement and Onboarding Specialist

Dublin, Ireland | garstack@gmail.com | [linkedin.com/in/garrett-stack](https://www.linkedin.com/in/garrett-stack) | [garstack.com](https://www.garstack.com)

PROFESSIONAL SUMMARY

Customer and partner enablement professional with 15+ years designing and delivering enterprise onboarding programmes across SaaS, CLM and GIS platforms. Deep expertise in reducing time-to-productivity, building scalable enablement frameworks and driving product adoption across complex customer and partner ecosystems. Delivered enablement programmes to 600+ professionals across 20+ countries. Technically strong - able to engage credibly with both business and technical stakeholders throughout the onboarding lifecycle.

PROFESSIONAL EXPERIENCE

Independent Professional Development | [Self-directed](#) *Apr 2024 - Present*

- Currently completing a Postgraduate Certificate in Digital Technologies (Digital Transformation, AI for Business).
- Completed Google Project Management Specialization and 15+ professional certifications.
- Designed and developed two full-stack web applications.

Principal Customer Enablement Specialist | [DocuSign](#) *Jan 2020 - Apr 2024*

- Designed and delivered end-to-end onboarding programmes for 200+ enterprise customers annually, covering CLM, eSignature and Salesforce integration.
- Built scalable enablement frameworks that significantly reduced time-to-productivity and post-go-live support dependency.
- Partnered with Professional Services as Enablement Project Manager, aligning learning to each customer implementation timeline.
- Architected the DocuSign Certification Program - defining objectives, assessment criteria and enablement pathways for customers and partners.
- Maintained 95%+ customer satisfaction across all onboarding engagements.

Product Learning Specialist | [Amdocs](#) *Jun 2017 - Jan 2020*

- Designed and delivered customer onboarding programmes for six US enterprise telecom clients including T-Mobile and Comcast.
- Implemented and administered an LMS supporting scalable, data-driven onboarding at enterprise scale.
- Reduced post-go-live friction by embedding workflow-based learning into the onboarding experience.

Network Operations Engineer | [IBM](#) *Sep 2015 - Oct 2016*

- Supported enterprise network operations in a SOC environment.

Technical Support Engineer | [VMware](#) *Nov 2013 - Aug 2015*

- Supported enterprise VMware implementations - strong technical background underpinning enablement work.

Partner Enablement Consultant | [Autodesk / Autodesk Partner](#) *Jun 2008 - Jun 2010*

- Delivered face-to-face partner and reseller enablement for Autodesk Web GIS software across USA, UK, Greece, South Africa, Slovenia and Dubai.
 - Enabled partners from zero to fully capable - covering web server setup, map creation, publishing and custom reporting.
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EDUCATION

Higher Diploma in Cloud Computing - Munster Technological University	<i>1st Class Honours</i>
MSc. Computer Science (Interactive Media) - University College Cork	<i>2nd Class Honours</i>
Diploma in Geographic Information Science - Technological University Dublin	<i>1st Class Honours</i>
Higher Diploma in Computer Science - University College Cork	<i>1st Class Honours</i>

CERTIFICATIONS

- Certified DocuSign eSignature Implementation Consultant
 - Certified DocuSign CLM Workflow Developer
 - Certified DocuSign eSignature Administrator
 - DocuSign CLM Workflow Specialist
 - DocuSign CLM Administration Specialist
 - DocuSign eSignature API Specialist
 - DocuSign IAM Specialist
 - DocuSign + Salesforce: Apex Toolkit Developer
 - Train the Trainer - QQI
 - Google Project Management Specialization
 - Google Advanced Data Analytics Specialization
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KEY SKILLS

Customer Enablement, Partner Enablement, Onboarding Design, LMS Administration, Salesforce, DocuSign CLM, Time-to-Productivity Optimisation, Blended Learning, Stakeholder Management, Change Management

ONGOING PROFESSIONAL DEVELOPMENT

Currently completing: Postgraduate Certificate in Digital Technologies (Digital Transformation, AI for Business) - European-accredited programme, Digital4Business EU Consortium.