

Garrett Stack

Implementation Consultant

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

Results-driven Implementation Consultant with 15+ years of experience leading enterprise software rollouts across SaaS, CLM, GIS and telecoms platforms. Proven track record delivering end-to-end implementations for global organisations - from requirements gathering and configuration through to training, adoption and go-live support. Technically strong with hands-on experience in Salesforce, DocuSign CLM, APIs and automation. Trained and onboarded 600+ professionals across 20+ countries. Equally comfortable in a boardroom in Dublin or a training room in Dubai.

PROFESSIONAL EXPERIENCE

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

- Currently completing a Postgraduate Certificate in Digital Technologies (Digital Transformation, AI for Business) - European-accredited programme.
- Completed 15+ professional certifications including Google Project Management, DocuSign CLM specialist programmes and Data Analytics.
- Designed and developed two full-stack web applications, maintaining hands-on technical engagement.

Principal Technical Product Trainer | [DocuSign](#) *Jan 2020 - Apr 2024*

- Led end-to-end implementation training for 200+ enterprise customers annually, covering CLM, eSignature, Salesforce integration and Apex Automation.
- Partnered with Professional Services as Training Project Manager - designing and delivering customised onboarding solutions aligned to each customer implementation.
- Architected and launched the DocuSign Certification Program, defining learning objectives, assessment criteria and curriculum structure.
- Served as technical SME on CLM configuration, workflow automation, Salesforce integration and API implementation best practices.
- Maintained 95%+ customer satisfaction across all implementation training engagements.

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

- Evaluated, implemented and administered an LMS supporting six major US enterprise telecom clients including T-Mobile and Comcast.
- Delivered on-site implementation training at customer sites across the USA, supporting successful platform adoption.
- Aligned training deliverables with implementation milestones, reducing post-go-live support dependency.

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

- Supported enterprise customers with complex VMware vSphere, ESXi, vRealize Automation and vRealize Orchestrator implementations.
- Used Bash and JavaScript scripting to diagnose and resolve root cause infrastructure issues.
- Collaborated with engineering teams to resolve escalated implementation issues.

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

- Provided NOC/SOC support across enterprise network and security infrastructure.
- Monitored and responded to security incidents and network events in a fast-paced operations environment.

Trainer and Pre-Sales Consultant | [Autodesk / Autodesk Partner](#)

Jun 2008 - Jun 2010

- Delivered face-to-face implementation training for Autodesk Web GIS software across the EMEA region including USA, UK, Greece, South Africa, Slovenia and Dubai.
 - Trained distributors, resellers and end customers on full implementation workflow - web server setup, map creation, publishing and custom PHP reporting.
 - Supported pre-sales technical demonstrations and customer onboarding.
-

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
 - Google Project Management Specialization
 - Google Advanced Data Analytics Specialization
 - Train the Trainer - QQI
-

KEY SKILLS

DocuSign CLM, Salesforce, eSignature API, Apex Automation, LMS Administration, Project Management, Change Management, Stakeholder Management, Technical Training, Bash, JavaScript, REST APIs

ONGOING PROFESSIONAL DEVELOPMENT

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