

Garrett Stack

Instructional Designer

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PROFESSIONAL SUMMARY

Experienced Instructional Designer with 15+ years designing and delivering enterprise learning programmes across SaaS, CLM, GIS and telecoms environments. End-to-end ownership from needs analysis and curriculum design through to LMS implementation, delivery and measurement. Proven ability to translate complex technical content into high-impact learning experiences for audiences ranging from new hires to enterprise architects. Delivered training across 20+ countries and maintained 95%+ satisfaction across all programmes.

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+ certifications in instructional design, LXD, technical writing, AI for educators and learning technologies.
- Designed and developed two full-stack web applications demonstrating continued technical engagement.

Principal Technical Product Trainer | DocuSign

Jan 2020 - Apr 2024

- Designed and delivered advanced instructional programmes for enterprise customers, partners and internal technical teams across CLM, eSignature and Salesforce integration.
- Architected and launched the DocuSign Certification Program - defining learning objectives, assessment design and curriculum structure from scratch.
- Led end-to-end curriculum strategy as Subject Matter Expert, ensuring training accurately reflected product functionality, integration capabilities and real-world workflows.
- Mentored and coached global trainers in instructional design strategy and advanced delivery techniques.
- Maintained 95%+ learner satisfaction across all programmes.

Product Learning Specialist | Amdocs

Jun 2017 - Jan 2020

- Designed and implemented blended learning programmes spanning eLearning, live remote and in-person delivery for enterprise telecom clients including T-Mobile and Comcast.
- Evaluated, implemented and administered an LMS delivering scalable learning to six US enterprise clients.
- Conducted skills gap analyses and developed targeted learning solutions aligned to business outcomes.
- Leveraged LMS analytics and learner feedback to continuously improve engagement and retention.

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.

Technical Support Engineer | VMware

Nov 2013 - Aug 2015

- Supported enterprise VMware infrastructure deployments across vSphere, ESXi and vRealize platforms.
- Strong technical foundation across cloud infrastructure, automation and scripting.

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

Jun 2008 - Jun 2010

- Designed and delivered face-to-face technical training for Autodesk Web GIS software across EMEA - USA, UK, Greece, South Africa, Slovenia and Dubai.
 - Adapted instructional content for vastly different audiences including distributors, resellers and enterprise end users.
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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

- Train the Trainer - Quality and Qualifications Ireland (QQI)
 - Writing Effective Technical Documentation - Board Infinity / Coursera
 - Generative AI for Educators and Teachers - Vanderbilt University
 - Introduction to Learning Experience Design (LXD) - University of Michigan
 - Articulate Storyline - Visual Design and Advanced Techniques
 - Become an L&D Professional - LinkedIn Learning
 - Certified DocuSign eSignature Implementation Consultant
 - Certified DocuSign CLM Workflow Developer
 - Certified DocuSign eSignature Administrator
 - Google UX Design Specialization
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KEY SKILLS

Instructional Design, Curriculum Design, LMS Administration, eLearning Development, Articulate Storyline, Adobe Captivate, Blended Learning, Needs Analysis, Assessment Design, SCORM, Tin Can API, Salesforce, DocuSign CLM

ONGOING PROFESSIONAL DEVELOPMENT

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