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Derek Guadagno

SaaS, LMS & HCM Platform Specialist

PROFESSIONAL SUMMARY

SaaS consulting professional with extensive experience configuring enterprise applications, delivering post-deployment support, and enabling client self-sufficiency. Experienced at managing multiple clients at once, troubleshooting Tier 2/3 issues, and implementing platform enhancements in remote, high-touch environments. Skilled in CRM configuration, workflow optimization, user training, and data management. Adept at translating business requirements into scalable system solutions that keep operations efficient and drive end-user adoption.

CORE COMPETENCIES

- CRM & SaaS Platform Configuration
- Client Enablement & Training
- Workflow Rules & Process Automation
- Data Imports, Exports & Alignment
- Reporting & Dashboard Development
- Application Administration & Enhancement
- Post-Deployment Consulting & Support
- User Management & Security Roles
- Sandbox Management & Deployments

PROFESSIONAL EXPERIENCE

12/2025 – Present

Regional Education Specialist (SE Region)

Centurion Health · Remote

- Coaches and mentors employees across the Southeast region and supports their learning and professional development requirements.
- Partners with business leaders as a trusted advisor to assess training needs, optimize learning delivery, support implementations, and evaluate training impact.
- Conducts needs assessments and facilitates employee training aligned with organizational, job-specific, and compliance goals.
- Measures training results with a range of assessment tools and tracks training progress across the region.
- Helps evaluate existing programs such as onboarding and recommends enhancements that improve engagement, learning, and retention while meeting staff and compliance needs.
- Runs training administration end to end (scheduling, employee notification, on-site setup, documentation, and tracking) and uses the LMS to handle enrollment and assignment-completion requests.
- Builds working relationships with departments, teams, and leadership across the organization; supports instructional design deliverables and promotes training products and services.

11/2021 – 01/2025

Business Consultant

Cornerstone OnDemand · Remote

- Configured and customized SaaS talent management solutions for enterprise clients post-deployment.
- Delivered Tier 2/3 troubleshooting, platform configuration changes, and workflow updates as client requirements evolved.
- Provided ad-hoc training and enablement so client administrators could manage the platform internally.
- Created and deployed custom reports, dashboards, and analytics views to meet business needs.
- Managed sandbox environments, executed deployments, and ensured quality assurance before production release.
- Supported multiple clients concurrently, ensuring SLA adherence and long-term customer success.

09/2020 – 08/2021

Training Administrator

United Launch Alliance · Denver, CO

- Configured and maintained the LMS to deliver targeted training aligned with operational workflows.
- Provided Tier 2 technical support for system users, troubleshooting and resolving escalations.
- Developed custom reports to monitor training completion and user engagement metrics.
- Coordinated and delivered virtual training sessions on system features and best practices.

07/2018 – 02/2020

eLearning Administrator

Colorado Department of Human Services · Denver, CO

- Configured learning platforms and managed content delivery for statewide users.
- Implemented workflows and system rules to improve content accessibility and compliance.
- Created and maintained SOP documentation to guide platform administration and QA processes.
- Delivered training and technical support to administrators and end users.

06/2017 – 07/2018

LMS/HCM Administrator / Talent Management Analyst

Gates Corporation · Denver, CO

- Configured LMS/HCM platforms for global users, managing course structures, workflows, and security settings.
- Developed dashboards and reports that gave leadership actionable insight.
- Performed user management, data imports/exports, and process automation to support HR and training teams.
- Maintained sandbox environments and coordinated deployment of configuration changes.

EDUCATION

2011 – 2013

Master of Arts in Teaching, Teacher Education

University of Central Florida

2007 – 2011

Bachelor of Arts, Political Science (Pre-Law)

University of Central Florida