

ERIC KNAPP

Customer Education & Enablement Leader

Onboarding & Certification Programs • Train-the-Trainer • Release Readiness • AI-Assisted Learning
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PROFESSIONAL SUMMARY

- Customer education and enablement leader with 11 years at a global healthcare technology SaaS company, the most recent 5 leading a 20-person training organization across the U.S. and India
- Builds onboarding, certification, and release-readiness programs for employees and client organizations, with documented gains in time to productivity, satisfaction, and assessment scores
- Partners with product, support, and QA to tie training to release cycles, including sign-off on training readiness

WORK EXPERIENCE

Provisions Group • Healthcare IT Consulting (Contract)

EHR Training and Go-Live Consultant

September 2026 – Present

- Engage through a healthcare IT consulting firm to deliver onsite go-live training and end-user workflow support for provider organizations implementing enterprise EHR platforms

eClinicalWorks • Westborough, MA

Team Lead, Certification Training

June 2021 – April 2026

- Led a distributed team of 20 trainers and mentors across the U.S. and India, reporting to the VP of Professional Services, with scope equivalent to a director role in a more layered organization
- Cut new-hire time to productivity 33%, from 3 months to 2, by redesigning onboarding to interleave hands-on practice throughout, and raised satisfaction with content load from 60% to 95%
- Directed quarterly Version Readiness Training as a mandatory company-wide program, delivering 4 to 6 sessions per release cycle to more than 5,000 employees per quarter and tracking completion by department
- Oversaw team delivery of post-sale customer education through a train-the-trainer model averaging more than 300 certifications a year, with live training for new organizations and video coursework and exams for annual recertification
- Raised average capability assessment scores for internal support teams from 70% to 90% through a needs-based program built on baseline assessments by line of business
- Piloted AI-assisted exam question development with Microsoft Copilot, cutting quiz-writing time roughly 90% with every drafted item reviewed against source content before use
- Served on the cross-functional committee that certified training readiness before a release could move to release management, later making that readiness call directly to the VP
- Administered a proprietary enterprise LMS, building and assigning courses platform-wide and contributing to more than 200 courses used by 100% of new hires and 90% of employees

Mentor, Certification Training

April 2020 – June 2021

- Coached certification trainers through structured mentorship, performance monitoring, and bi-weekly feedback sessions, with input into performance reviews

Certification Trainer

March 2016 – April 2020

- Trained or provided at-the-elbow go-live support to more than 100 client organizations across this and the prior role, delivering certification and onboarding programs to new hires and clients
- Captained a 10-person team in a company-wide usability competition, redesigning the patient wait list through 12 enhancements presented to the CEO, CMO, and COO and selected for development

Software Training Specialist

August 2014 – March 2016

- Onboarded providers and staff on platform workflows during implementations and go-lives, traveling to customer sites for role-based training

CORE COMPETENCIES

Customer Education • Customer Success • Customer Onboarding • Customer Enablement • Onboarding Program Design • Certification & Credentialing Programs • Train-the-Trainer (TTT) • Curriculum Design & Development • Instructional Design • LMS Administration • Learning Operations • Release Readiness Training • Learning Measurement & Evaluation • Product Adoption • Time-to-Value • Distributed & Global Team Leadership • Performance Coaching • Needs Assessment • Change Management • AI-Assisted Learning • Stakeholder Management • Cross-Functional Collaboration

EDUCATION

BS, Management Information Systems (MIS), University of Massachusetts Dartmouth

2014

AWARDS & CERTIFICATES

Pinnacle Leadership Award (2025) • Mentor of the Year (2017) • AI Fluency Framework & Foundations, Anthropic (July 2026) • Introduction to Claude Cowork, Anthropic (September 2026)