

Gavin Nesom

Technical Education & GTM Enablement Leader

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Profile

Technical education and GTM enablement leader who helps technical teams, partners, and customers understand, adopt, and succeed with complex software. I quickly learn product architecture, configuration, integrations, APIs, and system behavior, then turn that knowledge into clear training, documentation, demonstrations, and hands-on learning. My background spans performance engineering, technical curriculum, certification, and customer education, with recent independent work building and deploying AI-assisted applications and teaching tools.

Core capabilities

Technical education and GTM enablement • Technical onboarding • Curriculum architecture and instructional design • Customer and partner education • Hands-on labs and demonstrations • API and integration training • Technical writing and documentation • Sales Engineering readiness • Product and Engineering collaboration • Certification and assessment • Live and self-paced instruction • AI-assisted development workflows

Professional experience

Independent Technical Projects and Education | Aug 2025 – Present

Planned professional sabbatical focused on technical projects, writing, and physics education

- Built and deployed AI-assisted applications including Gavin's Miscellany, a knowledge and learning app, and FamilyFitness, a genetic algorithm experiment with a C++/WebAssembly browser demo. Projects use React, TypeScript, Python, APIs, Supabase, OpenAI tools, GitHub, and Vercel.
- Defined requirements, system boundaries, data contracts, and security constraints; directed AI-assisted implementation and reviewed, debugged, and validated the resulting software and documentation.
- Tutor physics using interactive simulations; develop API teaching materials and write From Zero to Live (in progress), a practical guide to building and deploying a web application.

Senior Technical Enablement Lead | Eightfold.ai | Aug 2021 – Aug 2025

- Helped internal technical teams, partners, and customer administrators understand and use the platform through onboarding and continuing education covering architecture, configuration, workflows, and release changes.
- Created API training and implementation guidance with code snippets demonstrated against API endpoints, helping administrators and implementation teams understand request/response behavior and integration patterns.
- Worked with Product Management, Engineering, Design, and customer-facing teams to validate examples, improve demo environments, identify product issues, and keep technical content aligned with product behavior.
- Built tailored demonstrations and hands-on learning for customer implementations, helping project teams make configuration decisions, adopt capabilities, and troubleshoot integration behavior.
- Established a repeatable product-update enablement process that turned release changes into current, role-relevant learning for internal teams, partners, and customers.

Director, Technical Enablement | WalkMe | Aug 2019 – Aug 2021

- Improved access to information across teams by designing onboarding programs and repeatable enablement systems.
- Reduced ad hoc course development and made training production more consistent through structured workflows and reusable templates.
- Consulted across departments to design online workbenches and knowledge systems that improved communication and access to information.
- Implemented and managed the internal training platform, aligning content delivery with business and learner needs.

Global Field Enablement Lead | Riverbed Technology | Apr 2016 – Aug 2019

- Partnered with Sales Engineering VPs and technical leaders to define readiness programs for Sales Engineers, partners, and customer-facing teams.
- Prepared field teams to explain complex networking and application-performance products through technical onboarding and continuing education.
- Turned product, engineering, and field expertise into reusable curriculum, demonstrations, hands-on labs, learning paths, and practical guidance for customer conversations.
- Managed the LMS, content-development platform, technical transfer-of-information process, and global field communications.

Certification Manager | Riverbed Technology | Aug 2015 – Mar 2016

Additional assignment alongside Senior Curriculum Developer role

- Managed a portfolio of public technical certifications and coordinated exam updates as products and requirements changed.
- Improved certification operations, exam delivery, vendor management, and financial visibility.
- Worked with technical experts to maintain credible assessments of product knowledge and proficiency.

Senior Curriculum Developer | Riverbed Technology | Apr 2013 – Mar 2016

- Designed advanced hands-on labs for experienced technical audiences using live network environments, CLI/test tools, packet captures, authentication, SSL/certificates, and deliberately broken configurations to teach troubleshooting through practice.
- Developed technical learning content for internal audiences, customers, partners, and experienced engineering staff.
- Delivered instruction in classroom, roadshow, and live online formats for a wide range of technical audiences.

Performance QA Engineer | Riverbed Technology | Nov 2005 – Mar 2013

- Characterized system performance, scaling, and platform behavior across complex enterprise deployments.
- Reproduced difficult technical problems and untangled interactions across product components, configurations, and customer environments.
- Supported high-priority customer cases requiring careful investigation, technical judgment, and clear communication of product behavior.

Postdoctoral Researcher | UC Santa Cruz | May 2003 – Nov 2005

- Conducted data analysis on the BaBar particle physics experiment.
- Designed and tested novel silicon detectors used to track particle interactions.

Additional experience

Mentor and advisory board member | We Teach Science Foundation | Oct 2011 – Jun 2017

- Mentored individual eighth-grade students through weekly sessions and presented for the charity at a national conference.

Science educator | Independent | 2011 – 2020

- Designed and delivered hands-on science experiences for schoolchildren.

Animal rescue and small-business owner | Rattie Ratz | 2003 – 2012

- Helped establish a California 501(c)(3) pet rescue charity and operated a related small pet shop.

Education

PhD, Particle Physics | University of Oxford

- Analyzed data from the SLD experiment at the Stanford Linear Accelerator Center.
- Authored multiple papers and presented at conferences.
- Designed hardware and analyzed data for novel particle detectors.