Derek Lohman

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PROFESSIONAL SUMMARY

- 15+ years of engineering/product leadership across the full B2C and B2B lifecycle — inception, design, implementation, and launch
- 15+ years managing and developing engineering teams, including senior managers, managers, and technical program managers
- Multi-stakeholder engineering leadership spanning Product, UX, Sales Enablement, Customer Training, and executive sponsors
- EdTech platform strategy: multi-persona web applications, cloud infrastructure, abuse/fraud mitigation, agile delivery
- Personalized learning experiences driven by user ability, role, company, industry, and tech stack

CORE COMPETENCIES

- Software as a Service (SaaS)
- Cloud Services (XaaS)
- Solutions Engineering
- Cross Functional Collaboration
- Leadership of Technical Teams
- Coaching & Mentoring
- People Management
- Client Relationship Management
- Creative Problem-Solving
- Agile Product Strategy
- Strategic Planning
- Business Systems
- Data Analytics
- Product Management
- Continuous Improvement

PROFESSIONAL EXPERIENCE

World Wide Technology, Inc. (WWT), Denver, Colorado **July 2006 - Present**

Product Innovation Team Operations June 2016 - Present

- Lead a 50-person global engineering organization delivering the company's next-generation learning and hands-on lab platform for internal sales enablement, and external partner, customer, and developer training.
- Own technical platform strategy and the innovation agenda end to end; synthesize usage, performance, and business data into a prioritized roadmap reviewed quarterly with executive stakeholders.
- Directed the platform's shift to a cloud-native, high-volume distributed architecture, introducing AI-based recommendation services and an agent-to-agent (A2A) orchestration layer to power personalized learning paths tailored to a learner's role, company, industry, and existing tech stack.
- *Key Achievements:*
    - WWT Advanced Technology Center (ATC) is a $1 billion dollar investment in customer architectures; developed software solutions and processes to streamline the solution creation process for better return on ATC investment.
    - Multi-stakeholder engineering leadership spanning Product, UX, Sales Enablement, Certification, Customer Training, and executive sponsors
    - EdTech platform strategy: multi-persona web applications, cloud infrastructure, abuse/fraud mitigation, agile delivery
    - Personalized learning experiences driven by user ability, role, company, industry, and tech stack

Senior Product Manager/Vendor Prototyping May 2011 - Jun 2016

- Design and develop new products and services to enable customer interactions. Develop custom software and product integrations working closely with technology partners for product prototypes and use case development.
- Collaborated with a cross-functional team of engineers, designers, and QA specialists to define product requirements, create user stories, and ensure successful product delivery within Agile/Scrum methodology.
- Oversaw the selection and management of technology vendors, cultivating strategic alliances that led to enhanced product capabilities and joint marketing campaigns.

- Key Achievements:
    - Created mobile versions of management and analytics solutions for major vendor partners.
    - Led the marketing activities and client presentations for custom software products

Digital Workspace Practice Director June 2006 –May 2011

- Directed and oversaw growing Collaboration Sales practice, including Unified Collaboration, Contact Center, Video, and Meetings functions.
- Managed highly technical engineering staff for optimal practice leadership.
- Developed Collaboration Services and Contact Center delivery models.
- Responsible for developing field programs to assist sales in the US and Internationally.
- Provided expert level consulting to customers around technology roadmaps and investment schedules.
- Briefed executives and provided consultation around technology trends and operational process development.
- Served as manager of Global Technical Solution Architects, tasked with practice development and direct customer sales.
- *Key Achievements:*
    - Oversaw growth and direction of Collaboration Sales practice, generating $250 million in annual sales.
    - Developed and conducted a training program for approximately 50 technical sales resources.

Calence Inc., St Louis, MO June 2004 – June 2006
Consulting Manager

- Provided expert level consulting for critical customer interaction applications, operational assessments and employee productivity enhancements.
- Developed sales processes, including quoting and scoping of projects for optimal productivity.
- Managed vendors, including primary partner companies and application development partners.
- *Key Achievements:*
    - Created expedited process for customer quoting, cutting previous process time in half.
    - Selected as one of the first Sales Architects to enable technical sales processes.

EDUCATION

Quincy University, Quincy, IL
Bachelor of Arts in English Language and Literature

Loras College, Dubuque, IA
Coursework in Business/Corporate Communications

PROFESSIONAL TRAINING & CERTIFICATIONS

Cisco Certified Internetwork Expert (CCIE) #12010 June 1997

AIPMM Certified Product Manager December 2018

Knowledge Management KCS V6 Certified December 2019

Professional Scrum Master December 2020