NICK LAWLER

Director, Product Strategy & Enablement

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PROFESSIONAL SUMMARY

Operations-to-product leader who has advanced through three roles in under two years at CloneOps, a fast-scaling AI automation company — from hands-on AI deployment, to team leadership, to building the company's first Product Strategy & Enablement function. Brings 7+ years of experience across technology operations, implementation delivery, and cross-functional leadership, with a consistent track record of turning ad hoc processes into scalable, repeatable systems.

EXPERIENCE

CLONEOPS.AI — REMOTE

Director, Product Strategy & Enablement *Sept 2026 – Present*

- Promoted to build and lead a new function connecting Product, Engineering, and Delivery — chartering CloneOps' first formal standard for what “ready” means before, during, and after a launch.
- Represent Voice of Customer and Voice of Implementation in Product discovery and roadmap planning, feeding structured field input into prioritization and commercialization decisions.
- Define implementation methodology, prompt/AI engineering standards, and documentation frameworks used org-wide across Solutions Engineering.
- Partner with Product, Engineering, and the Manager of Onboarding & Implementation to drive MVP definition, launch readiness, and post-launch adoption.

Manager, Onboarding & Implementation *May 2025 – Sept 2026*

- Led, coached, and developed a team of Solutions Engineers delivering virtual agent and workflow automation solutions, owning hiring, performance, and day-to-day leadership.
- Owned onboarding and implementation delivery end-to-end, serving as primary escalation point for complex customer deployments and solution design challenges.
- Standardized reusable prompt templates and agent configuration patterns, improving delivery consistency and reducing rework across the team.
- Defined and reported on delivery KPIs, team capacity, and implementation velocity to leadership; partnered with Product and Engineering to align customer needs with the roadmap.

Customer Implementation & Success Manager *Feb 2025 – May 2025*

- Owned the full customer journey for AI phone agent deployments — from business needs analysis and conversation-flow configuration through go-live training and support.
- Promoted to Manager, Onboarding & Implementation after 3 months based on performance stabilizing deployments and driving customer adoption.

MOLO SOLUTIONS, LLC — CHICAGO, IL

Manager, Technology Operations *2021 – Feb 2025*

Previously Network Team, Projects, 2019 – 2021

- Led a team of 3; spearheaded post-acquisition technology integration and built an automated service management system unifying cross-departmental workflows.
- Served as sole IT project manager, refining ad hoc processes into SOPs and managing vendor relationships to optimize cost and service value.
- Managed technology planning and implementation for a 95,000+ sq. ft. headquarters buildout.

EDUCATION

Bachelor of Science in Business Administration *Marquette University, Milwaukee, WI*

Majors: Information Technology, Marketing

SKILLS

Product Strategy & Roadmap Input • Cross-Functional Leadership • Team Management & Coaching • Conversational AI / Prompt Engineering • Implementation Methodology & Delivery Frameworks • Process Improvement & Documentation • Vendor Relationship Management • Project Management (Jira, Smartsheet, MS Project) • Salesforce Administration • Slack Enterprise Administration • Office 365 Administration