
James Shaver

Senior Technical Account Manager

(503)610-0832

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SUMMARY

Organized and goal-oriented, fully committed to providing the highest possible standards of customer service and support. Analytical problem-solver, able to anticipate issues and define processes to resolve concerns and improve efficiency.

Highly skilled in building client / team member relationships. Able to see the big picture, delegate effectively and motivate team members to achieve project completion on time. Technical skills include Full Stack Development; PHP, MySQL/MariaDB, HTML, CSS, JavaScript, jQuery, REST/SOAP API Development & Consumption.

EXPERIENCE

Senior Technical Account Manager

DocuSign, Portland, Oregon

March 2023 - Present

- **Technical Relationship Management:** Managed and cultivated technical relationships with Enterprise Premier accounts, acting as the primary technical contact and ensuring overall account health.
- **Issue Resolution & Advocacy:** Led resolution efforts for complex production issues, including escalations, system testing, and strategic planning. Represented customer needs within DocuSign to advocate for prioritization of requests in release cycles.
- **Cross-Functional Collaboration:** Partnered with internal teams such as Engineering, Product Management, Sales, and Professional Services to drive customer adoption, loyalty, and satisfaction.
- **Proactive Recommendations:** Delivered tailored technical recommendations, including training and insights on advanced features, APIs, and deployment strategies.
- **Operational Metrics Excellence:** Consistently achieved Service Level Agreement and Customer Satisfaction (CSAT) targets by effectively managing incidents and fostering engagement.

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- **Leadership & Mentorship:** Inspired colleagues and provided mentorship while championing strategic improvements and promoting the Enterprise Premier Support program.
 - **Technical Expertise:** Leveraged expertise in DocuSign integrations (e.g., Salesforce, SharePoint), products (Connect, PowerForms, API), and technologies (XML/JSON, REST/SOAP APIs, HTML, CSS, Node.js) to tackle diverse technical challenges.

Customer Success Engineer

TalentNet, Portland, Oregon

April 2021 - March 2023

- **Customer Lifecycle Management:** Oversaw key technical areas, including API development, job board integration, and personalized support for diverse customer accounts.
- **Technical Advisory Role:** Served as a technical resource, providing expertise and guidance to external customers and internal stakeholders alike.
- **Scalable Solution Design:** Strategized and identified new use cases to simplify processes and deliver scalable solutions across the customer base.
- **Cross-Functional Engagement:** Collaborated with product, software engineering, and UX teams to guide customer requests and define roadmap priorities.
- **Resolution Leadership:** Coordinated closely with technical support teams to ensure timely resolution of customer requests and escalations.
- **Advocacy and Mentorship:** Acted as a customer advocate while fostering team collaboration and providing mentorship to fellow team members.

Client Technical Support Engineer

Fiserv, Portland, Oregon

May 2017 - March 2021

- **Leadership & Expertise:** Served as a team leader and Subject Matter Expert (SME) for the DadePay project, driving training exercises and Knowledgebase article development.
- **Support Model Development:** Designed, implemented, and maintained the DadePay support model and client readiness documentation, ensuring 100% readiness for initial client requests.

- **Cross-Functional Collaboration:** Engaged with Development and Product teams to increase visibility into client activity, gather feedback, and address recurring themes to improve quality and reduce case activity.
- **Comprehensive Product Support:** Provided assistance to clients across all aspects of the various products managed by FRMS.
- **Virtual Environment Maintenance:** Oversaw the team's client virtual machine pool to ensure availability of client models for testing in comparable environments.

HRIS Consultant

Nuscale Power, Portland Oregon

October 2016 - May 2017

- **Project Management:** Developed and managed five benefit carrier integration projects, from initial design to post-implementation support.
- **Application Development:** Designed a simplified application for delivering benefit files to carriers, featuring a single-click menu for file generation, delivery via SFTP, and date-stamped archiving on a secured network drive.
- **File Auditing & Coordination:** Audited files and coordinated efforts with benefit carrier EDI specialists and NuScale team members.
- **Automation & Custom Coding:** Developed and maintained custom code to automate WorkForceReady for reporting and delivery needs.
- **Technical Support:** Served as the point person for all Kronos WorkforceReady issues, assisting employees in running reports, understanding workflows, auditing security/group access, and creating tickets as needed.

Application Support

BBSI, Vancouver, Washington

November 2015 - February 2016

- **User Support:** Provided first-line technical support for BBSI branch users, ensuring efficient problem resolution.
- **Platform Expertise:** Supported various platforms, including HRPYramid, HRPYramid Web Edition, Bullhorn, Salesforce, and SpringCM.
- **Application Development:** Assisted in developing and testing future applications to improve workflows and client outcomes.
- **IT Collaboration:** Worked proactively with the IT Help Desk to address and resolve customer (branch user) issues promptly.

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- **System Optimization:** Identified system options to enhance client results in payroll, timekeeping, and HRIS systems.

Senior Connections Support Specialist

ADP, Clackamas, Oregon

November 2015 - February 2016

- **User Support:** Provided first-line technical support for BBSI branch users, ensuring efficient problem resolution.
- **Platform Expertise:** Supported various platforms, including HRPYramid, HRPYramid Web Edition, Bullhorn, Salesforce, and SpringCM.
- **Application Development:** Assisted in developing and testing future applications to improve workflows and client outcomes.
- **IT Collaboration:** Worked proactively with the IT Help Desk to address and resolve customer (branch user) issues promptly.
- **System Optimization:** Identified system options to enhance client results in payroll, timekeeping, and HRIS systems.

Technical Solutions Consultant

ADP, Clackamas, Oregon

February 2012 - October 2013

- **Client Support:** Provided technical assistance to clients for resolving product hardware, software, and operating system issues through phone and remote access for supported applications or products.
- **Issue Analysis:** Analyzed client issues to determine resolution feasibility on initial contact or required escalation to second-level support.
- **Upgrades & Problem Resolution:** Supported installation upgrades and resolved technical problems related to performance, security, and other product concerns.
- **Troubleshooting & Workarounds:** Effectively identified, replicated, and developed solutions for client issues, documenting and communicating results to clients and Corporate Development.
- **Database Expertise:** Delivered advanced technical expertise for standard database applications, including MS Access, Oracle, MySQL, MS SQL Server, and more.
- **Lab Scenario Recreation:** Gathered client databases and variables, recreating scenarios in a PC Lab environment to resolve complex database issues.
- **Product Pilot Assistance:** Assisted in new product pilots and rollouts to departments and clients, ensuring smooth transitions and implementation.

- **Cross-Functional Liaison:** Acted as a liaison between Implementation, Client Services, Management, and Corporate Support to resolve high-impact problems swiftly and effectively.
- **Training Development:** Identified department training needs, assisting in the creation of training development programs.
- **Team Leadership:** Served as team leader in the manager's absence, prioritizing critical issues, providing direction, and ensuring timely, effective client support.
- **Technical Proficiency:** Developed expertise across networks, operating systems, hardware, software, databases, browsers, and related technologies.
- **Documentation Creation:** Supported product enhancements by developing internal documentation for new features and procedures.

Connection Services Specialist

ADP, Clackamas, Oregon

May 2008 – February 2012

- **Technical Support:** Collaborated with team members to provide solutions and answer inquiries regarding ADP HR/Benefits Solution, ADP Payroll products, Microsoft products, and other related software packages for the National HR & Benefit Services client base.
- **Data File Delivery:** Maintained delivery of data files in formats like XML, JSON, ANSI 834 4010/5010, CSV, and Tab Delimited to ensure precise employee-level benefit plan enrollment.
- **Client Communication:** Fostered effective communication with ADP clients to ensure satisfaction and improvements in client retention.
- **Troubleshooting & Workarounds:** Troubleshoot and replicated client issues, developing workarounds and providing efficient resolutions.
- **Training & Procedure Recommendations:** Assisted in training initiatives, recommending new procedures and methods to enhance team performance.
- **HRB Extend API Support:** Implemented and troubleshoot HRB Extend API for alternative data transfer methods, leveraging knowledge of WSDL files and XML data transfers.
- **OpenSSL Utilization:** Used OpenSSL to confirm the correct format and encryption level of Certificates and Certificate Signing Requests.
- **Web Services Training:** Provided extensive training for Web Services support team members and assisted in resolving service cases.
- **Documentation Management:** Actively maintained documentation for client support, including troubleshooting tips, error resolution strategies, and FAQs regarding API capabilities.

HRIS Support Specialist

ADP, Clackamas, Oregon

April 2007 – May 2008

- **Consulting Expertise:** Provided expert consultancy to service ADP's HR & Benefits products and technologies, delivering solutions tailored to client needs.
- **Problem-Solving:** Leveraged broad expertise to identify and resolve client problems, delivering effective and innovative solutions with direction.
- **Product Mastery:** Developed and maintained deep knowledge of ADP's products and services to address client questions, exceed expectations, and showcase the value of ADP's offerings.
- **Recommendations to Leadership:** Provided insights and recommendations to ADP leadership on best practices and training opportunities, informed by client input and personal experience.

EDUCATION

- **Washington State University** - *BA, Management Information Systems*
2011 - 2015
- **ITT Technical Institute** - *AA, Computer Information Sciences*
2001 - 2003

CERTIFICATIONS

- DocuSign eSignature API Specialist
- DocuSign Organization Management Specialist
- DocuSign eSignature Administration Specialist
- DocuSign eSignature Template Specialist

SKILLS & TOOLS

- HTML, CSS, JavaScript, JQuery, Apache, Nginx
- PHP, MySql/MariaDB, REST/SOAP, Git, Node/NPM, Hono
- Joomla, WordPress, Blogger, CodeIgniter, Phalcon, Laravel, Symfony
- Visual Studio Code, NetBeans, Eclipse, WebStorm