James Shaver

Technical Customer Success Engineer

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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.

EXPERIENCE

Docusign, Portland, Oregon - *Technical Customer Success Engineer*

March 2023 - Present

Client Success:

- Ensured client success and satisfaction by aligning their roadmaps with business-critical application needs.
- Mitigated risks through escalated issue resolution and proactive monitoring for maximum uptime.
- Provided ongoing lifecycle support, including guidance on new functionality, APIs, and configuration best practices.

Technical Expertise:

- Leveraged in-depth knowledge of technical accounts to efficiently resolve issues.
- Maintained a comprehensive support blueprint to ensure supportability.
- Actively monitored platform telemetry to identify and address technical risks.

Client Advocacy:

- Advocated for client interests and provided visibility into the DocuSign product roadmap.
- Fostered collaboration and transparency with clients.

TalentNet, Portland, Oregon - *Customer Success Engineer*

April 2021 - March 2023

- **Managed customer lifecycle:** Focused on key technical areas: APIs, job boards, and white glove support.
- **Served as technical resource:** Provided expertise to both customers and internal stakeholders.
- **Strategized scalable solutions:** Identified and developed new use cases to enhance client satisfaction.
- **Collaborated with cross-functional teams:** Guided customer requests and roadmap with product, engineering, and UX teams.
- **Ensured timely issue resolution:** Liaised with support to address customer issues promptly.
- **Advocated for customer success:** Mentored team members to prioritize customer satisfaction.
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Fiserv, Portland, Oregon - *Client Technical Support Engineer*

May 2017 - March 2021

- **Led DadePay project:** Served as SME and led team in training exercises and Knowledge Base article development.
- **Developed DadePay support model:** Ensured 100% client readiness with support model and client readiness documentation.
- **Collaborated with stakeholders:** Increased visibility of client activity, feedback, and recurring themes to improve quality and reduce case activity.
- **Provided client support:** Supported clients across all aspects of FRMS products.
- **Maintained client virtual machine pool:** Ensured availability of client models for testing.

Nuscale Power, Portland Oregon - *HRIS Consultant*

October 2016 - May 2017

Benefit Carrier Integrations:

- Successfully managed five benefit carrier integrations.
- Developed an application to simplify benefit file delivery to carriers, including file generation, SFTP delivery, and secure archiving.
- Coordinated with carrier EDI specialists and NuScale team members for file auditing.

WorkForceReady Automation:

- Developed and maintained custom code to automate WorkForceReady for reporting and delivery needs.
- Served as the primary contact for all Kronos WorkforceReady issues.

- Assisted employees with report generation, workflow understanding, security/group access audits, and ticket creation.

BBSI, Vancouver, Washington - *Application Support*
November 2015 - February 2016

- **First-line Support:** Provided first-line support for BBSI branch users across multiple HR systems, including HRPyramid, HRPyramid Web Edition, Bullhorn, Salesforce, and SpringCM.
- **Application Development & Testing:** Contributed to the development and testing of future applications.
- **Issue Resolution:** Worked collaboratively with the IT Help Desk to promptly resolve customer (branch user) issues.
- **System Optimization:** Identified and recommended system options to enhance client results in payroll, timekeeping, and HRIS systems.

ADP, Clackamas, Oregon | April 2007 - August 2015
- **Senior Connections Support Specialist | October 2013 - August 2015**
- **Technical Solutions Consultant | February 2012 - October 2013**
- **Connection Services Specialist | May 2008 - February 2012**
- **HRIS Support Specialist | April 2007 - May 2008**

Data Integration:

- Enabled payroll/benefit enrollment connections between HR/Benefits and WorkforceNow.
- Maintained data file delivery between ADP HR/Benefits and benefit providers in various formats (XML, JSON, ANSI834, CSV, Tab Delimited).

Technical Support & Training:

- Provided training and technical support on the integration between ADP HR/Benefits, WorkforceNow, Payroll products, and benefit carriers.
- Developed and maintained effective ADP/client communications.
- Trained fellow associates and developed new training procedures.

Benefit Carrier Collaboration:

- Developed working relationships with benefit carrier EDI teams to facilitate connection changes.

Issue Resolution:

- Effectively identified and resolved issues, including developing workarounds.
- Implemented access and identified issues with Web Services and the API.

Technical Expertise:

- Utilized OpenSSL to confirm Certificate and/or Certificate Signing Request format and encryption.
- Proficient in technologies such as OpenSSL, OpenPGP, SOAP/REST protocols, WSDL files, JSON/XML data, OAuth, and OpenID.
- Provided training for Web Services/API support and assisted team members with service cases.
- Actively documented issue identification tips, error resolution, and FAQs regarding Web Services and API capabilities.

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

Frontend:

- HTML, CSS, JavaScript, JQuery

Backend:

- PHP, MySql/MariaDB, REST/SOAP, Git, Node/NPM, Hono

Frameworks:

- Joomla, WordPress, Blogger, CodeIgniter, Phalcon, Laravel, Symfony, CakePHP

IDEs:

- Visual Studio Code, NetBeans, Eclipse, WebStorm