

# James Shaver

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## SUMMARY

Highly analytical and goal-oriented Senior Technical Account Manager with 15+ years of experience in technical relationship management, complex issue resolution, and cross-functional collaboration. Proven expertise in API development, consumption, and troubleshooting (REST/SOAP, XML/JSON), with a strong background in defining technical requirements, solution flows, and prioritizing feature development. Adept at building key partnerships, advocating for customer needs, and driving product integration and adoption to ensure merchant success.

## EXPERIENCE

### **Senior Technical Account Manager** | Docusign, Portland, Oregon *March 2023 – Present*

- Managed and cultivated technical relationships with Enterprise Premier accounts, serving as the primary technical contact to ensure overall account health and drive customer satisfaction.
- Led resolution efforts for complex production issues, including escalations and strategic planning, and advocated for customer needs within DocuSign to prioritize requests in release cycles.
- Partnered extensively with Engineering, Product Management, Sales, and Professional Services teams to drive customer adoption, loyalty, and successful integration strategies.
- Delivered tailored technical recommendations, including insights on advanced features, APIs (REST/SOAP, XML/JSON), and deployment strategies to optimize client solutions.
- Leveraged deep expertise in DocuSign integrations (e.g., Salesforce, SharePoint) and products (Connect, PowerForms, API) to address diverse technical challenges effectively.

### **Customer Success Engineer** | TalentNet, Portland, Oregon *April 2021 – March 2023*

- Oversaw key technical areas, including API development and job board integration, providing personalized support for diverse customer accounts.
- Served as a primary technical resource, offering expertise and guidance to external customers and internal stakeholders on product capabilities and platform integration best practices.

- Strategized and identified new use cases to simplify processes and deliver scalable solutions across the customer base, enhancing product utility.
- Collaborated closely with product, software engineering, and UX teams to guide customer requests and define roadmap priorities for new features and improvements.

**Client Technical Support Engineer** | Fiserv, Portland, Oregon *May 2017 – March 2021*

- Served as a team leader and Subject Matter Expert (SME) for the DadePay project, driving training initiatives and Knowledgebase article development.
- Designed, implemented, and maintained the DadePay support model and client readiness documentation, ensuring 100% readiness for initial client requests.
- Engaged with Development and Product teams to increase visibility into client activity, gather feedback, and address recurring themes to improve quality and reduce case volume.

**HRIS Consultant** | NuScale Power, Portland, Oregon *October 2016 – May 2017*

- Developed and managed five benefit carrier integration projects, overseeing the full lifecycle from initial design to post-implementation support.
- Designed and implemented a simplified application for delivering benefit files to carriers, automating generation, SFTP delivery, and secure archiving.
- Developed and maintained custom code to automate WorkForceReady for reporting and delivery needs, enhancing operational efficiency.

## EARLIER CAREER EXPERIENCE

**Application Support** | BBSI, Vancouver, Washington *November 2015 – February 2016*

- Provided first-line technical support for branch users across various platforms including HRPyramid, Salesforce, and SpringCM.

**Technical Solutions Consultant** | ADP, Clackamas, Oregon *February 2012 – October 2013*

- Provided technical assistance to clients, resolving product hardware, software, and operating system issues via phone and remote access.
- Acted as a liaison between Implementation, Client Services, Management, and Corporate Support to swiftly resolve high-impact problems.

**Connection Services Specialist** | ADP, Clackamas, Oregon *May 2008 – February 2012*

- Maintained delivery of complex data files (XML, JSON, ANSI 834 4010/5010, CSV) to ensure precise employee-level benefit plan enrollment.
- Implemented and troubleshoot HRB Extend API for alternative data transfer methods, leveraging knowledge of WSDL files and XML data transfers.
- Provided extensive training for Web Services support team members and actively maintained documentation for client support, including API capabilities.

#### **HRIS Support Specialist** | ADP, Clackamas, Oregon *April 2007 – May 2008*

- Provided expert consultancy for ADP's HR & Benefits products, identifying and resolving client problems with effective solutions.

## 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

**Languages & Technologies:** HTML, CSS, JavaScript, jQuery, PHP, MySQL/MariaDB, REST/SOAP, Git, Node/NPM, Hono, XML/JSON, WSDL

**Frameworks/CMS:** Joomla, WordPress, Blogger, CodeIgniter, Phalcon, Laravel, Symfony

**Development Tools:** Visual Studio Code, NetBeans, Eclipse, WebStorm