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.

## 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

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