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.
* **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.
* **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**: Troubleshot 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 troubleshot 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