James Shaver

Technical Customer Success Manager

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(503) 610-0832

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

Technical Customer Success Manager
DocuSign
March 2023 - Present

As a Technical Customer Success Manager, I served as the primary technical contact for Enterprise Premier Support accounts, managing all aspects of the technical relationship from troubleshooting to advocating for enhancements. My duties included managing customer cases, ensuring timely resolution, and advocating for bug fixes. I reported to the Director, Support Delivery and acted as a trusted technical advisor for DocuSign products, representing customers' technical needs to DocuSign and vice versa. I also participated in special projects to enhance team efficiency and contributed to Sales' ability to sell Enterprise Premium, supporting upsell opportunities and evangelizing the program.

Customer Success Engineer
TalentNet
April 2021 - March 2023

Managed the customer lifecycle for technical key areas such as API development, job board integration, and white glove support for multiple accounts across the spectrum of customers. Acted as a technical resource for external Customers for advice and expertise as well as internal stakeholders. Strategized and identified new use cases to delight clients with simpler solutions to provide solutions that are scalable across customers. Engaged with the product, software engineering, and UX teams to guide customer requests and define our roadmap. Liaised closely with the technical support team to ensure that customer requests

Skills & Tools

Frontend:
HTML/CSS, JavaScript, jQuery
Backend:
PHP, MySQL, REST/SOAP
CMS:
Joomla, WordPress, Blogger
Framework:
CodeIgniter, CakePHP, Phalcon, Laravel, Symphony
IDE:
VS Code, NetBeans, Sublime, Eclipse, Vim, Notepad++

Certifications

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

and escalations are resolved. Acted as a true advocate for customer success, as well as a team player and coach other team members.

Client Technical Support Engineer

Fiserv
May 2017 - March 2021

Served as a leader and SME for the DadePay project, as well as led our team members in training exercises and Knowledgebase article development. Successfully developed and maintained the DadePay support model, and client readiness documentation, ensuring 100% readiness once initial clients began requesting support. Engaged and collaborated with Development and Product stakeholders, to increase visibility of client activity, feedback, and recurring themes that should be addressed to improve on-going quality and reduction in new case activity. Supported clients for all aspects of the various products FRMS manages. Maintained the team's client virtual machine pool, ensuring that we had client models available for testing in similar settings.

HRIS Consultant

Nuscale Power
Oct 2016 - May 2017

Successfully developed and managed projects for five benefit carrier integrations, from design to post-implementation support. Developed application as a simplified method of delivering benefit files to carriers. The application provided a single-click menu item for each carrier generating the file, delivering it by SFTP, and archiving a date-stamped version on a secured network drive. Audited files while coordinating with the benefit carrier EDI specialists, and NuScale team members. Developed and maintained custom code to automate WorkForceReady for reporting and delivery needs. Acted as the point person for all Kronos WorkforceReady issues, assisting NuScale employees in running reports, understanding workflows, auditing security/group access, and creating tickets as needed.

Application Support

BBSI
Nov 2015 - Feb 2016

Provided the first line of support for the BBSI branch users. Supported HRPyramid, HRPyramid Web Edition, Bullhorn, Salesforce, and SpringCM. Helped to develop and test future applications. Worked proactively with the IT Help Desk to promptly resolve customer (branch user) issues.

Education

BA, Management
Information Systems

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

Interests

- ❖ Web Programming
- ❖ Gaming
- ❖ Cycling
- ❖ Hiking
- ❖ Snowboarding
- ❖ Cooking
- ❖ Travel

Identified system options to achieve better client results in payroll, timekeeping and HRIS systems.

Senior Connections Support Specialist

ADP

October 2013 - August 2015

Collaborated across HR/Benefits and WorkforceNow teams, ensuring seamless payroll/benefit enrollment connections. Managed data file delivery for accurate employee benefit plan enrollment and fostered relationships with benefit carrier EDI teams. Provided technical training, resolving complex issues related to Web Services/API. Documented resolutions, trained colleagues, and introduced procedural enhancements.

Technical Solutions Consultant

ADP

February 2012 - October 2013

Delivered comprehensive technical support, troubleshooting software/hardware issues for diverse clients. Demonstrated expertise in database applications, resolving intricate database issues. Acted as a liaison between departments, ensuring swift resolution of critical problems. Identified training needs, developed programs, and assumed leadership responsibilities in the manager's absence.

Connection Services Specialist

ADP

May 2008 - February 2012

Supported HR/Benefits and Payroll products, maintaining precision in data file delivery. Troubleshot client issues, implementing alternative data transfer methods as required. Conducted extensive training, documented client support procedures, and troubleshooted API capabilities for effective service delivery.

HRIS Support Specialist

ADP

April 2007 - May 2008

Served as a consultant for ADP's HR & Benefits products, providing holistic client support and solutions. Demonstrated in-depth product knowledge, exceeding client expectations, and offering valuable recommendations to ADP leadership.