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Newberg, Oregon

James Shaver
Senior Technical Account Manager

SUMMARY

Senior Technical Account Manager specializing in Enterprise Premier accounts and bridging the gap between enterprise architecture and business goals. Expert in moving clients from reactive "break/fix" scenarios to proactive partnerships focused on risk mitigation. Proven track record of influencing product roadmaps and leading cross-functional teams to resolve complex incidents.

EXPERIENCE

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

- Manage technical relationships for Enterprise Premier accounts, serving as the primary contact to ensure account health and consistently meeting SLA and CSAT targets.

- Lead resolution efforts for complex production issues and escalations, partnering with Engineering and Product Management to prioritize requests in release cycles.

- Deliver tailored technical recommendations on advanced features, APIs, and deployment strategies to drive customer adoption and loyalty.

- Leverage expertise in Docusign integrations (Salesforce, SharePoint) and technologies (XML/JSON, REST/SOAP, Node.js) to resolve technical challenges.

- Mentor team members and champion strategic improvements to the Enterprise Premier Support program.

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

- I oversaw key technical lifecycle areas including API development, job board integrations, and personalized support for diverse customer accounts.

- Collaborated with Product, Engineering, and UX teams to define roadmap priorities and identify use cases that deliver scalable solutions.

- Coordinated with technical support teams to ensure timely resolution of customer requests and escalations, serving as a primary technical resource for stakeholders.

- 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*

- Served as Team Lead and Subject Matter Expert (SME) for the DadePay project, driving training exercises and Knowledgebase article development.

- Designed and implemented the DadePay support model and client readiness documentation, ensuring 100% readiness for initial client requests.

- Engaged with Development and Product teams to address recurring themes and improve quality, effectively reducing overall case volume.

EARLIER CAREER EXPERIENCE

- **HRIS Consultant** | NuScale Power, Portland, Oregon *October 2016 – May 2017*
- **Application Support** | BBSI, Vancouver, Washington *Nov 2015 – Feb 2016*
- **Technical Solutions Consultant** | ADP, Clackamas, Oregon *Feb 2012 – Oct 2013*
- **Connection Services Specialist** | ADP, Clackamas, Oregon *May 2008 – Feb 2012*
- **HRIS Support Specialist** | ADP, Clackamas, Oregon *April 2007 – May 2008*

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, XML/JSON, Git, Node/NPM, Next.js, Auth.js, Hono

Frameworks and CMS: CodeIgniter, Phalcon, Laravel, Symfony