

Ivan du Plessis

Client Support Specialist (SaaS) | 📍 Southeast Asia-based | Open to APAC & EMEA Time Zone Roles
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PROFESSIONAL SUMMARY

Detail-oriented Client Support Specialist with 10+ years of experience in SaaS and service-based businesses. Skilled in client onboarding, technical support, CRM setup, workflow optimization, and training. Proven track record in improving adoption, engagement, and retention rates for SaaS clients. Adept at managing high-volume client requests, resolving technical issues, and delivering seamless onboarding experiences. Experienced in creating repeatable systems and processes that scale client success efforts. Seeking a full-time SaaS client support role to leverage expertise in customer success, technical assistance, and operational efficiency.

WORK EXPERIENCE

Digital Biz Leads

Atlanta, GA + Miami, FL

Client Support Specialist / SaaS Onboarding

Jan 2023 – Present

- Guided 30+ clients monthly through SaaS system setup, workflow implementation, and troubleshooting, increasing platform adoption by 25% and reducing support errors by 20%.
- Developed comprehensive tutorials, video guides, and documentation, enhancing client confidence and cutting repeated support requests by 30%.
- Monitored client accounts proactively, resolving technical and operational issues to maintain 95%+ client satisfaction and minimize churn.

She Reigns Creative

New York, NY + California, CA

Client Support / Lead Generation Specialist

Jul 2022 - Dec 2022

- Launched and optimized cold email campaigns, resolving technical issues with email, landing page, and automation systems, generating \$75,000 in sales over a 6-week period.
- Enhanced client workflows and efficiency by creating repeatable troubleshooting templates and documentation, improving satisfaction scores by 20%.
- Diagnosed and resolved recurring setup and integration issues across multiple campaigns, reducing onboarding errors by 30%.

Whatagraph

Vilnius, Europe

Client Support Specialist / SaaS Onboarding

Jan 2022 - June 2022

- Conducted 5+ daily SaaS demo and onboarding calls for APAC clients, improving adoption and client satisfaction by 25%.
- Guided new clients through CRM setup, workflow configuration, and system integrations, reducing post-sale support requests by 25%.
- Created client training materials, including guides and video walkthroughs, improving onboarding efficiency and accelerating time-to-value.

Kitchen Bedroom Gallery (family business)

Johannesburg, South Africa

Sales & Support Manager

Jan 2010- Dec 2021

- Managed a 15-person support team across 10 showrooms, increasing post-sale issue resolution speed by 20% through standardized guides and visual aids.
- Reduced recurring technical issues by 30% by proactively monitoring systems, diagnosing workflow errors, and optimizing internal tools.
- Improved client retention by 15% by implementing consistent support processes and streamlining team workflows.

SKILLS & SYSTEMS

- **Client Support Tools:** Intercom, Zendesk, Salesforce, HubSpot, GoHighLevel, Whatagraph Analytics
- **SaaS & Technical Systems:** WordPress, Elementor Pro, ClickFunnels, Slack, Trello, Notion, Zoom, Loom
- **Core Competencies:** SaaS Onboarding • Client Success • Customer Support • Technical Troubleshooting • CRM Setup • Workflow Optimization • Churn Reduction • Client Retention • Training & Enablement
- **Soft Skills:** Detail-Oriented • Proactive Communication • Analytical Thinking • Problem-Solving • Time Management • Adaptability

CAREER GOAL

To join a SaaS-focused team as a Client Support Specialist, leveraging onboarding, technical support, and client success expertise to ensure seamless adoption, high engagement, and long-term retention for all customers.