

Ivan du Plessis

Technical Support Specialist | 📍 Southeast Asia-based | Open to APAC & EMEA Time Zone Roles
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PROFESSIONAL SUMMARY

Detail-oriented Technical Support Specialist with 10+ years of experience in SaaS and service-based businesses. Skilled in troubleshooting, system configuration, CRM setup, workflow support, and client assistance. Proven track record in resolving technical issues, reducing downtime, and maintaining high client satisfaction. Adept at creating repeatable processes and documentation to scale technical support. Seeking a full-time Technical Support role to leverage expertise in problem-solving, system support, and operational efficiency.

WORK EXPERIENCE

Digital Biz Leads

Atlanta, GA + Miami, FL

Technical Support Specialist / SaaS Systems

Jan 2023 – Present

- Resolved 30+ complex client issues monthly with 95% satisfaction by troubleshooting SaaS systems and integrations using Slack, Zoom, and CRM platforms.
- Improved client onboarding efficiency by 20% by developing detailed video tutorials, guides, and process documentation.
- Reduced repeated support tickets by 25% by proactively monitoring client accounts and implementing workflow optimizations.

She Reigns Creative

New York, NY + California, CA

Technical Support / Lead Generation Specialist

Jul 2022 - Dec 2022

- Launched and maintained coles email campaigns, resolving email, landing page, and automation system issues generating \$75,000 in annual sales over a 6-week period.
- Enhanced client efficiency and satisfaction scores by 20% by creating repeatable troubleshooting templates and process documentation.
- Minimized setup errors by 30% by diagnosing workflow and integration issues using CRM platforms and automation tools.

Whatagraph

Vilnius, Europe

Technical Support Specialist / SaaS

Jan 2022 - June 2022

- Resolved 5+ technical tickets daily with 98% satisfaction by assisting APAC clients with platform setup, integrations, and workflow troubleshooting.
- Reduced post-sale support requests by 25% by creating client-facing guides, video tutorials, and best-practice documentation.
- Streamlined internal support workflows by collaborating with cross-functional teams to improve issue escalation and ticket handling.

Kitchen Bedroom Gallery (family business)

Johannesburg, South Africa

Technical & Sales Support Manager

Jan 2010- Dec 2021

- Increased post-sale support resolution speed by 20% by implementing standardized internal guides and visual aids for team members.
- Reduced recurring technical issues by 30% by monitoring systems and implementing proactive solutions, including diagnosing workflow errors, optimizing automation tools, and providing step-by-step client guidance to prevent repeat problems.
- Improved client retention by 15% by providing timely technical support and optimizing team workflows across 10 showrooms.

SKILLS & SYSTEMS

- **Technical Support Tools:** Intercom, Zendesk, Salesforce, HubSpot, GoHighLevel, Whatagraph Analytics
- **Systems & Platforms:** WordPress, Elementor Pro, ClickFunnels, Slack, Trello, Notion, Zoom, Loom
- **Core Competencies:** Technical Troubleshooting • IT Support • CRM Setup • System Integration • Workflow Support • Issue Escalation • Client Satisfaction • Documentation & Training
- **Soft Skills:** Problem-Solving • Detail-Oriented • Proactive Communication • Analytical Thinking • Time Management • Adaptability

CAREER GOAL

To join a technical support team as a Technical Support Specialist, leveraging extensive experience in troubleshooting, system configuration, and client support to maintain smooth operations, resolve technical issues promptly, and maximize customer satisfaction.