

# Ivan du Plessis

Client Support Specialist (SaaS) |  Southeast Asia-based | Open to APAC & EMEA Time Zone Roles  
[ivanhq007@gmail.com](mailto:ivanhq007@gmail.com) | [FB Messenger](#) |  [Visit My Website](#) [Resume](#) | [+63 998 429 0103](#) | [LinkedIn](#)

**Hi Hiring Team,**

I'm Ivan du Plessis — a Client Support Specialist focused on SaaS onboarding, technical troubleshooting, and customer success. For over a decade I've supported customers across SaaS companies, digital agencies, and service-based businesses, helping users adopt software quickly, resolve issues efficiently, and stay engaged long-term.

I manage onboarding calls, support tickets, workflow setup, documentation, and day-to-day client communication with speed, clarity, and accuracy — keeping customers confident while reducing support load for internal teams. I also create tutorials, guides, and repeatable workflows that cut repeat requests and improve client retention.

You can view examples of my work here:

👉 [ivantraining.com/client-support-specialist-saas-resume/](http://ivantraining.com/client-support-specialist-saas-resume/)

I'd welcome the opportunity to support your customers and contribute from day one. I'm available to start immediately.

Thank you for your time,  
**Ivan du Plessis**

