

Ivan du Plessis

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

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

