

# Ivan du Plessis

Customer Success Manager / Onboarding Specialist | 📍 Southeast Asia-based | Open to APAC & EMEA Roles  
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**Hi Hiring Team,**

I'm Ivan du Plessis — a Customer Success & Onboarding professional with over a decade of experience helping businesses, from family-run operations to SaaS companies and digital agencies, deliver seamless client onboarding experiences that boost adoption, retention, and engagement.

I guide clients through onboarding, account setup, workflow implementation, and technical troubleshooting with speed, empathy, and accuracy — ensuring customers feel confident while internal teams stay focused and productive. I also create training materials, streamline workflows, and implement repeatable processes that improve client success and operational efficiency.

You can view my portfolio and real examples of my work here:

👉 [ivantraining.com/customer-success-manager-resume/](https://ivantraining.com/customer-success-manager-resume/)

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

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

