

# Ivan du Plessis

Customer Support / Digital Operations |  Southeast Asia-based | Open to APAC & EMEA Time Zone Roles  
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**Hi Hiring Team,**

I'm Ivan du Plessis — a Customer Support & Technical Support professional based in Southeast Asia. For more than a decade, I've helped businesses ranging from family-run operations to SaaS companies and digital agencies deliver smooth, reliable customer experiences that increase retention and reduce support load.

I handle inbound calls, live chat, email support, ticketing, and appointment scheduling with speed, empathy, and accuracy — keeping customers happy while freeing internal teams to stay focused and productive. I also build support workflows, manage CRMs, and implement lead-handling systems that improve operational efficiency.

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

👉 [ivantraining.com/customer-support/](http://ivantraining.com/customer-support/)

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**

