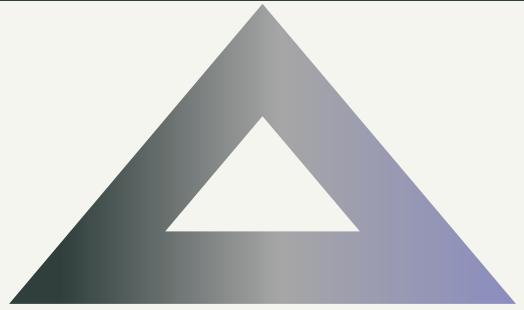


Sef Nouri



CUSTOMER SERVICE ADMINISTRATOR

Executive Profile

Motivated and dedicated IT professional with a natural ability to connect with teammates and customers alike.

Over a decade of experience in the industry and an ability to quickly resolve issues and maintain professional relationships as a primary external point of contact.

Assist in the company's growth and success as a friendly, knowledgeable and trustworthy face of Webflow.

Consistently open to learning and challenging myself to allow for growth for not only myself, but more importantly Webflow.

Skills

- Customer Service
- Live Chat
- Time Management
- Zendesk
- Kayako
- JIRA
- Writing technical documentation
- Slack
- Platform as a Service (PaaS)
- cPanel / WHM
- Linux
- Windows
- WordPress
- WHMCS

Contact Details

Email:
sefket.nouri@yahoo.com

Phone:
631-882-9935

Work Experience

Customer Support Specialist - Billing - Remote Webflow | July 2021 - Present

- Coordinated multi-team resolution efforts for complex, high-risk billing issues, reducing customer churn and reputational risk.
- Redesigned escalation workflows (ownership, handoffs, SLAs) for social support, cutting misroutes by ~40% and enabling faster first-response across channels.
- Partnered with Product, Engineering, and Community teams to craft accurate customer communications, including public responses addressing product updates (e.g., Client Seats).
- Routinely provided detailed customer feedback and insights that directly influenced product discussions and technical issue prioritization.

Billing/Customer Service - Remote

eApps Hosting | June 2016 - December 2019

- Leader of a project that sent out notices to over 680 customers that were migrating servers over
- Head of a project incharge of moving over 2600 servers from Xen to KVM
- Saved the company 100's of dollars by switching over our basic email service for our customers to a new email service using SSH

Customer Service Representative - Remote

Arvixe | August 2012 - September 2015

- Helped train new hires for Billing/Sales. Created a handbook for which documents how to deal with billing, use the administration side and helpdesk software.
- Handled over 7-9 simultaneous users on live chat
- Assisted with the eNom account with over 100,000 domains

Education & Training

Patchogue Medford High School High School Diploma

Learning Webflow - November 2025

Webflow Practitioner Certification - June 2025

cPanel Professional Certification - Mar 2020 - Mar 2021
cPanel & WHM Sales Professional - May 2016 - Jan 2020