

Sef Nouri

Senior SaaS Support Specialist | Billing & Platform Ops | SaaS & Hosting | 13+ Years | Ex-Webflow

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Core Skills

Billing & Revenue Operations

Subscription Billing • Invoicing • Credits & Refunds • Disputes • Chargebacks • Stripe • Zendesk • Jira

Technical & Platform Knowledge

Webflow (Certified Practitioner) • SaaS/PaaS Platforms • REST APIs & Webhooks • cPanel & WHM • Modern Web Stack (No-code / Low-code)

AI-Augmented Support

Glean • Claude • ChatGPT • Gemini

Work Experience

Webflow (Series C SaaS), Customer Support Specialist, Billing

07/2021 – 01/2026

Remote

- **Customer Support Operations:** Managed high-volume SaaS billing and platform support, resolving **18–21 tickets per day** across subscription billing, account issues, and technical platform workflows while maintaining high customer satisfaction.
- **NPO Billing Automation:** Partnered cross-functionally to launch a one-click NPO workflow, eliminating recurring manual adjustments and reducing processing time by 20%.
- **Knowledge Base Migration:** Audited legacy documentation and redesigned internal information architecture during a migration from ScreenSteps to Zendesk.
- **Strategic Advocacy:** Represented Webflow across Reddit and Discourse, resolving high-stakes escalations and partnering with Product and Engineering to turn community feedback into product improvements. Leveraged AI tools (Glean, ChatGPT, Claude) to accelerate troubleshooting, knowledge retrieval, and solution validation.
- **Financial Triage:** Investigated complex billing discrepancies and payment issues, securely handling sensitive account data while partnering with finance and engineering to reduce resolution time by ~20%.

eApps Hosting, Billing/Customer Service – Remote

06/2016 – 12/2019

Remote

- Led migration of 2,600+ servers from Xen to KVM infrastructure, reducing costs and modernizing legacy email services.

Arvix, Customer Service Representative – Remote

08/2012 – 09/2015

Remote

- Handled high-volume hosting support including 7–9 concurrent live chats and assisted with billing operations for 100k+ domain accounts (eNom).

Certifications: Webflow Practitioner • cPanel Professional • cPanel & WHM Sales Professional
