

Sef Nouri

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

✉ sefket.nouri@yahoo.com ☎ 631-882-9935 📍 Remote (US), East Coast 🔗 sefketnouri.com

🌐 [linkedin.com/in/sefketnouri](https://www.linkedin.com/in/sefketnouri)

Core Skills

Billing & Revenue Operations

- Subscription Billing • Invoicing • Credits/Refunds • Billing Disputes • Chargebacks • Stripe • Zendesk • Jira • Slack

Technical & Platform Knowledge

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

Work Experience

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

07/2021 – 01/2026

Remote

- **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:** Optimized internal operations by auditing legacy resources and redesigning 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 actionable improvements.
- **Financial Triage:** Owned high-volume SaaS support across billing, subscriptions, and platform issues while securely managing sensitive account and payment data and partnering with finance and engineering to resolve complex discrepancies and reduce resolution time by ~20%.
- Owned high-volume SaaS billing and platform queues (**~400 tickets/month**) while maintaining strong CSAT and SLA adherence.

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
