

# Abbygayle van Tonder

Virtual Assistant · Operations · Customer Success · Sales Support

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📍 Bloemfontein, South Africa

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## CORE COMPETENCIES

- Appointment Setting
- Sales Development
- Lead Qualification
- Customer Success
- Customer Support
- Client Relationship Management
- Virtual Assistance
- Executive Assistance
- Calendar Management
- Inbox Management
- Travel Coordination
- Administrative Support
- Operations Coordination
- CRM Management
- GoHighLevel (GHL)
- Dubsado CRM
- Google Workspace
- Microsoft Office
- Microsoft Excel
- Canva
- Data Entry
- Documentation
- Report Preparation
- Email Management
- Follow-Up & Pipeline Management
- Outbound Calling
- Inbound Calling
- Objection Handling
- Problem Solving
- Time Management
- Organization
- Attention to Detail
- Process Improvement
- Remote Collaboration
- Communication
- Cross-Cultural Communication
- Hospitality Operations
- Relationship Building

## LANGUAGES

English Fluent

Afrikaans Native

## PROFESSIONAL SUMMARY

Results-driven remote professional with proven experience in **sales support, customer success, virtual assistance, and operations**. Skilled at building rapport with international clients, handling high-volume communications, and managing multiple priorities with exceptional attention to detail. Proficient across leading CRM platforms and remote collaboration tools. Known for professionalism, strong communication, and consistently delivering outstanding customer experiences across time zones.

## KEY ACHIEVEMENTS

### 600+ LIVE LESSONS

Delivered to international professionals with consistently high satisfaction ratings.

### Multi-case

#### STAKEHOLDER MGMT

High-volume communication and documentation across multiple active cases at Vanton Group.

### 2 Remote

#### CONCURRENT ROLES

Balanced multiple remote positions with exceptional organization and zero missed deadlines.

### Long-term

#### CLIENT RETENTION

Built lasting relationships through consistent follow-up and professional communication.

### 5+ CERTIFICATIONS

Accredited diplomas in Communication, Project Management, Customer Service, and TEFL.

## PROFESSIONAL EXPERIENCE

### Online ESL Teacher

Native Camp Pte. Ltd. · Remote

Jun 2025 - Present

- Delivered 600+ live online lessons to international professionals and students while maintaining consistently high satisfaction standards.
- Built strong long-term relationships with repeat students through engaging, personalized communication.
- Managed daily scheduling, lesson planning, documentation, and online classroom administration.
- Adapted communication styles to suit clients from diverse cultural and professional backgrounds.

### Private ESL Tutor

Self-Employed · Remote

Jan 2025 - Present

- Manage all aspects of an independent tutoring business: client acquisition, appointment scheduling, invoicing, lesson planning, and customer support.
- Build lasting client relationships through professional communication and personalized service.
- Coordinate multiple client schedules while maintaining organized administrative processes.

### Personal Assistant

Vanton Group · Bloemfontein, SA

Sep 2022 - Dec 2024

- Managed high-volume outbound communication with government departments, insurance companies, police stations, and third-party stakeholders.
- Coordinated multiple active cases simultaneously while maintaining strict confidentiality and exceptional accuracy.
- Built professional relationships with external stakeholders to obtain documentation within strict deadlines.
- Maintained detailed records, case tracking, and documentation using Microsoft Excel and internal systems.
- Assisted with calendar coordination, administrative workflows, scheduling, and operational support.

PROFESSIONAL STRENGTHS

- Exceptional written and verbal communication
- Strong relationship-building ability
- Fast learner — adapts quickly to new software
- Highly organized and deadline-driven
- Works independently with minimal supervision
- Customer-first mindset
- Calm under pressure
- High attention to detail
- Solution-oriented approach
- Strong work ethic and accountability

TECHNICAL SKILLS

- Google Workspace (Docs, Sheets, Drive, Calendar)
- Microsoft Office Suite
- Microsoft Excel
- Canva
- GoHighLevel (GHL)
- Dubsado CRM
- Zoom
- Google Meet
- Slack
- CRM Platforms
- Calendar Management Systems
- Email Platforms
- ChatGPT & AI Productivity Tools
- Online Collaboration Software
- Remote Communication Platforms

REMOTE WORK ENVIRONMENT

- 🏠 Dedicated quiet home office
- 📶 100 Mbps+ fibre — VoIP & video ready
- 💻 Windows laptop, 8 GB RAM · HD webcam
- 🎧 Professional USB headset with mic
- 🔌 Backup power — uninterrupted uptime
- 🌐 Available: US · UK · AU · EU time zones

BACKUP POWER · ALWAYS ON

EDUCATION

GED

General Educational Development

INTERESTS

- Professional Development
- Business Operations
- AI Productivity
- Customer Experience
- Sales Psychology
- Digital Marketing
- Hospitality · Travel

PROFESSIONAL EXPERIENCE (CONTINUED)

Gym Call Assistant

Prior Experience

Part-Time Role · Bloemfontein, SA

- Contacted members regarding appointments, memberships, and general enquiries.
- Scheduled appointments and completed customer follow-ups.
- Updated customer records and maintained accurate documentation.

Restaurant Operations & Hospitality

Prior Experience

Skydiving Club Restaurant · Bloemfontein, SA

- Managed daily restaurant operations and coordinated front-of-house service during peak periods.
- Delivered exceptional customer service ensuring smooth day-to-day operations.
- Developed strong communication, teamwork, and problem-solving skills in a fast-paced environment.

CERTIFICATIONS

ALISON LEARNING

Diploma in Communication Skills  
Diploma in Modern Project Management  
Customer Care Skills & Telephone Etiquette

WORLD TEFL ACADEMY

120-Hour TEFL/TESOL Certification

DOMESTIKA

Graphic Design Fundamentals

PROFESSIONAL DEVELOPMENT

Committed to continuous professional growth through **Alison Learning**, **World TEFL Academy**, and **Domestika**, with ongoing training in communication, project management, customer service, business operations, graphic design, and remote workplace best practices.

References available on request. Open to immediate start · Remote-first candidate · Available across US, UK, AU and European time zones.