



JEANETTE TERBLANCHE

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PROFESSIONAL SUMMARY

Remote sales and customer support professional with nearly **9** years' remote work experience across customer support, **SaaS, B2B/B2C** sales, lead generation, and **CRM management** across **South Africa, Australia, the UK, and USA**. Skilled in **outbound/inbound sales**, relationship building, and adapting to diverse industries while thriving in **fully remote** working environments.

WORK EXPERIENCE

RES | Hybrid | South Africa — Candidate Real Estate Agent | Full Time

Sep 2026–Present

- Generate and **qualify leads** from prospective property **buyers and sellers**.
- Conduct **cold calling, prospecting and social selling** to generate new **business opportunities**.
- **Follow up** regularly with leads and prospective clients throughout the **sales process**.
- **Consult with clients** to understand their property requirements and assist them with **suitable opportunities**.
- Schedule and conduct **appointments** with prospective buyers and sellers.
- **Manage client relationships** from the initial enquiry through to the **completion of the sales process**.
- Guide clients through the **property sales process** and keep them informed at each stage.
- Prepare and manage **sales and contract documentation**.
- Assist with **negotiating property transactions** between buyers and sellers.
- Conduct **property and market research** to support sales activities and provide relevant information to clients.
- Work towards **converting qualified leads** into successful **property transactions**.
- Maintain **professional and consistent communication** with clients throughout the sales process.

Full Circle Properties | Hybrid | South Africa — Intern Real Estate Agent | Part Time

Jul 2025–Sep 2026

- Followed up with **prospective buyers and sellers** and assisted with managing **sales leads**.
- Assisted with **qualifying prospective buyers and sellers** and understanding their **property requirements**.
- Assisted with **property viewings and client appointments**.
- Scheduled **appointments** and assisted with **day-to-day client administration**.
- Assisted with **digital property marketing** and **online property listings**.
- **Built and maintained relationships** with prospective buyers, sellers and property clients.
- Conducted **property research** and gathered relevant **market information**.
- Assisted agents with **property documentation** and administrative tasks.
- Communicated with **prospective clients** regarding their property needs and requirements.
- Assisted with **lead generation and prospecting** for potential buyers and sellers.
- Assisted with coordinating **property listings** and checking that property information was accurate and up to date.
- Maintained **regular communication with clients** throughout the **property sales process**.

- Assisted the mentoring agent with **client follow-ups** and general **sales activities**.
- Gained practical experience in **real estate sales, lead generation, client communication, property marketing and sales administration**.

DiveAssure | Remote | USA — B2C & B2B Customer Support & Sales Representative | Full Time

Oct 2023–Oct 2025

- Provided **remote customer support and sales assistance** to policyholders and business partners across the USA.
- Handled **inbound calls and email enquiries** from policyholders and dive shop partners.
- Assisted policyholders with questions about their **short-term insurance policies and coverage**.
- **Built and maintained positive relationships** with policyholders and dive shop partners.
- Promoted additional products and services through **upselling** when appropriate to the customer's needs.
- Followed up with prospective partners and **nurtured sales leads through the sales process**.
- Used **discovery conversations** to understand the needs of prospective customers and business partners.
- Conducted **B2B outreach** to dive shops across the USA and introduced them to DiveAssure's **insurance referral program**.
- **Presented and sold** the DiveAssure insurance referral program to prospective dive shop partners.
- Handled customer and partner **questions and objections** throughout the **sales process**.
- Maintained accurate customer and partner information, notes and interactions in the **CRM**.
- Developed strong experience in **B2B sales, B2C customer support, lead generation, upselling, CRM management and relationship building**.
- Worked independently in a **fully remote environment** while managing customer enquiries, **sales follow-ups and partner relationships**.

Radbery Software | Remote | South Africa

— B2B SaaS Sales Development Representative (SDR) | Full Time

Oct 2022–Oct 2023

- Provided **remote customer support and sales assistance** for **accounting software** used by South African small businesses.
- Assisted customers with questions about the **software and its features**.
- Managed **customer support queries** and helped customers find solutions to their issues.
- Helped **prospective customers** understand the software and **choose a plan** that suited their **business needs**.
- Assisted with the **sales process** and communicated with potential and existing customers.
- Built an understanding of the **challenges faced by small businesses** and how **accounting software with a built-in CRM** could help them manage their customers and sales.
- Communicated with customers remotely through **digital communication channels**.
- Developed further experience in **SaaS, CRM software, customer support and sales**.
- Strengthened my **communication, problem-solving, organisation and customer relationship skills** while working remotely.

House 44 | Remote | Australia — B2C SaaS Business Development Representative (BDR) | Full Time

Oct 2019–Oct 2022

- **Reached out to real estate agents across Australia** with **outbound calls and emails**.
- Provided **remote customer support and sales assistance** for **long-term rental property management software**.
- Assisted Australian **estate agents and property owners** with questions about the **software and its features**.
- Managed **customer support tickets** and followed up to help resolve customer queries.
- Helped customers understand the software and **choose a subscription plan** that suited their needs.
- Assisted **prospective customers during the sales process** and helped them decide which plan was right for their business.
- Communicated with customers remotely and provided **friendly, helpful and professional support**.
- Developed experience working with **SaaS software, customer support systems and ticketing processes**.

- Built an understanding of the needs of **property owners and estate agents** using software to manage long-term rental properties.
- Developed strong **customer service, sales, communication and problem-solving skills** while working remotely.

Meat on Grant | Remote | United Kingdom

— Remote Customer Service & Support Representative | Full Time

Oct 2018–Oct 2019

- Managed **customer orders** and provided day-to-day **customer support** remotely.
- Scheduled and coordinated **deliveries with customers**.
- Managed **orders, payments and customer information using the company CRM**.
- Maintained accurate records of **orders, payments and customer activity**.
- Followed up with customers regarding **orders, deliveries and account status**.
- **Built and maintained relationships** with restaurants, cafés, catering companies and private chefs.
- Assisted with **B2B sales** and managed **customer accounts**.
- Discussed **pricing with customers** and **negotiated** where appropriate to help maintain customer relationships.
- Prepared basic **sales activity and performance reports**.
- Monitored **outstanding customer payments** and creditor balances.
- Assisted with managing **stock levels** and placing orders for the butchery.
- Handled daily **sales administration and order processing**.
- Developed strong **communication, customer service, organisation and problem-solving skills** while working remotely.

Contractor Stay | Remote | Australia — Remote Booking Agent | Part -Time

Oct 2015–Oct 2018

- Given the opportunity to work remotely for a family member's contractor guest house in Australia during my school holidays.
- Assisted with **accommodation bookings** for contractors staying at the guest house.
- Responded to **booking enquiries and guest messages** using WhatsApp and Gmail.
- Helped with checking **availability and confirming bookings**.
- Communicated with guests in a **friendly and professional manner**.
- Kept track of **booking details, dates and guest information**.
- Learned to manage **enquiries** and respond to people independently while working remotely.
- Developed good **communication, organisation and time-management skills**.
- Gained my first experience dealing remotely with **customers** and handling work responsibilities independently.
- Learned the importance of being **reliable, responsive and accurate** when dealing with guests over the phone and via email.

CORE SKILLS

B2B & B2C Sales, Inbound & Outbound Sales, Lead Generation & Prospecting, Remote Sales & Customer Support, Lead Qualification & CRM Management, Communication & Problem Solving

CERTIFICATIONS

TEFL English Teaching Certificate, TEFL Universal | Chesterfield, England (2018)

LICENSES

South African Driving Licence, Code B (Valid until 2031)

LANGUAGES

English (Native)

FREELANCE WORK EXPERIENCE

Part Time Remote English Teacher/ Tutor

- Provided online English tutoring and lessons to students of different ages in **China, South Korea and Vietnam**.
 - Conducted lessons remotely using online communication and online teaching platforms.
 - Adapted lessons and communication to suit different students, ages and levels of English.
 - Built positive relationships with students and provided patient, encouraging support throughout lessons.
 - Managed my own lesson schedule and communicated with students remotely.
 - Developed strong **communication, patience, adaptability and time-management skills** through working with students from different backgrounds.
 - Gained additional experience working independently in a fully remote environment.
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SOFTWARE & DIGITAL SKILLS

- **Microsoft Office** – Proficient in Word, Excel, PowerPoint and Outlook for administration, reporting and communication.
 - **Google Workspace** – Gmail, Docs, Sheets and Drive for communication, documentation, collaboration and file management.
 - **CRM Software** – Managing customer and prospect information, sales activity, follow-ups, customer interactions and lead pipelines.
 - **Integral Base** – Managing client and lead information, databases, sales activity and prospecting.
 - **PropCtrl** – Managing property information, listings, client records and administration.
 - **WhatsApp Business** – Customer communication, follow-ups, customer service and business messaging.
 - **Grasshopper VoIP** – Business calls, call forwarding, voicemail and professional customer communication.
 - **Meta Ads** – Creating and managing Facebook and Instagram campaigns for marketing and lead generation.
 - **Canva** – Creating marketing materials, social media content, presentations and promotional designs.
 - **Adobe Acrobat** – Creating, editing, combining and managing PDF documents.
 - **ChatGPT & Claude** – AI-assisted research, content creation, communication and productivity.
 - **Virtual Agent** – Sourcing contact information and prospects for cold calling and lead generation.
 - **Chatbot Management** – Managing and monitoring chatbot interactions to support customer enquiries and lead engagement.
 - **Skype, Zoom, Microsoft Teams & Google Meet** – Video conferencing, virtual meetings, screen sharing and remote team communication.
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REFERENCES

- Mariaan van der Walt • Founder & Director, Radbery Software • +27 73 504 7889 • mariaan@radbery.co.za •
- Gerhalt Lot • Founder & Director, Property 44, Australia • +61 412 345 678 • gerhalt@companyname.com.au •