

GOSHGAR ASLANLI

Operation Manager



PROFILE INFO

Organized and detail-oriented operations professional with a strong focus on efficiency and process improvement. Skilled in streamlining workflows, managing resources, and leading teams to achieve business goals. Dedicated to delivering results and driving operational excellence.

SKILLS

Order & Credit Management
Customer Service
Team Collaboration
Continuous Improvement
Problem-Solving & Process Improvement
ERP Software
Technology & Systems Proficiency

CONTACT

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LANGUAGES

Azerbaijani
Native or Bilingual Proficiency
Russian
Elementary Proficiency
English
Professional Working Proficiency



EDUCATION

2020	Bachelor of Finance
2022	UNEC
2017	Bachelor of Economics
2020	ADA University



CERTIFICATES

English Academic Professional Program @ ADA University
(2018 - Present)
Marketing: Customer Needs and Wants (2023 - Present)
Coursera-Foundations of Management Specialization
Microeconomics: When Markets Fail @ Google and
Coursera (2021)



EXPERIENCE

08/2024	Customer Operations Representative
12/2024	ARLA Company Poland, Gdansk Responsibilities; Accurately processing sales orders and credits in the system Promptly and professionally managing customer inquiries, complaints, and requests Collaborating closely with team members and stakeholders Contributing to the continuous improvement of our processes
2022	Cashier and Bartender
2024	Nargiz Restaurant Responsibilities; Coordinating and optimizing front- and back-of-house restaurant operations Controlling operational costs and promoting efficiency General operator: Weekly, monthly and annual financial reporting
2019	Customer Relations Representative
2020	AIIESEC in Azerbaijan Responsibilities; Provide appropriate solutions and alternatives within the time limits Keep records of customer interactions, process customer accounts and file documents Follow communication procedures, guidelines and policies