

AYGUN MUSTAFAYEVA

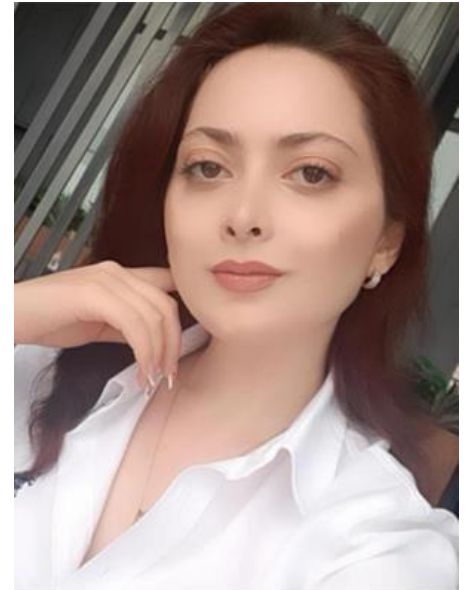
SUMMARY

Flexible Customer Service Representative offering 5 years of success in resolving customer concerns and inquiries. Versed in accurately documenting call details and preparing reports. Committed to providing helpful answers and relevant information to retain clients.

EXPERIENCE

Call Center Customer Service Representative, 11/2018 - Current
AZZA CAKE HOUSE - BAKU, AZERBAIJAN

- Answered incoming calls and provided highest level of professionalism and knowledgeable service to every customer.
- Answered, screened and processed high volume of calls daily with call management system and web-based communications.
- Resolved customer inquiries, questions and concerns to consistently offer quality service and meet performance benchmarks.
- Handled escalated customer service concerns to preserve customer satisfaction and maintain long-term business relationships.
- Updated customer accounts, addresses and contact information within call management databases.
- Used available resources to provide efficient and accurate solutions for customer service requests.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Managed customer expectations by clarifying needs, identifying options and recommending products and services.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Built sustainable relationships and engaged customers by going extra mile.
- Consulted with customers regarding needs and addressed concerns.
- Maintained strong call control and quickly worked through scripts to address problems.
- Improved product knowledge on continuous basis to provide optimal service and achieve sales quotas.
- Promoted available products and services to customers during service, account management and order calls.



CONTACT

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SKILLS

- Membership Renewals
 - Account Management
 - Call Center Operations
 - Calm and Professional Under Pressure
 - Team management
 - Creative Problem Solving
 - Data Entry
 - Understanding Customer Needs
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EDUCATION AND TRAINING

Bachelor Philology, 15/09/2014 - 29/06/2018

Azerbaijan State University of Languages

LANGUAGES

Azerbaijani: First Language

English:

B2

Russian:

C2

Proficient

Turkish:

C2

Proficient