



Customer Service Representative/ Event Manager/ Musician

DENIZ ABASOVA

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MY SKILLS

PERSONAL SKILLS

- Social Development and integration
- Strong communication skills
- Technical troubleshooting
- Training & Development
- Documentation

LANGUAGE SKILLS

Russian 100%

English 95%

EDUCATION

SEPT 2021 - JUNE 2025

BAKU MUSIC ACADEMY

BACHELOR'S DEGREE

- Saxophone Player

PARTICIPATION IN ORGANISATION OF SUCH PROJECTS, AS:

- BAKU JAZZ FESTIVAL
- BAKU PIANO FESTIVAL
- INTERNATIONAL LIMMUD FSU CONFERENCE

WORK EXPERIENCE

JUNE 2021 -
PRESENT

BRITISH COUNCIL - PROCTOR & GREETER AT ACCA EXAMS / IELTS EXAMS INVIGILATOR

- Verified candidates' identities and monitored exams to prevent misconduct
- Briefed candidates on exam rules and handled any disruptions
- Secured and managed exam materials post-exam

JULY 2022
SEPT 2022

TRUST CO. - APPLY IN AZERBAIJAN OFFICE MANAGER

- Preparing contracts and reports
- Filling clients database
- Consultancy
- Research

JAN 2023
MAR 2023

POSITIVE CALL CENTER SOLUTIONS - TURKISH AIRLINES TICKETING DEPARTMENT

- Answering inbound calls
- Processing orders and payments
- Handling customer complaints

MAR 2023
AUG 2024

ZAGULBA FM (OPEN AIR CINEMA) - JUNIOR ART-DIRECTOR

- Search and identify suitable candidates for collaboration, ensuring alignment with team values and work principles.
- Analyze candidates' passion and dedication to their craft, beyond just talent.
- Maintain strong communication and attention to detail in selecting partners for projects.

MAR 2024
JULY 2024

STAR APPLIANCE SERVICE LLC - CUSTOMER SERVICE REPRESENTATIVE

- Responding to customer inquiries and resolving issues
- Coordinating service orders and scheduling technicians
- Facilitating communication between technicians and customers
- Maintaining accurate service records and tracking progress
- Supporting technicians with service requests and customer concerns

JULY 2024 -
PRESENT

CAN ROOF CONSTRUCTION - ASSISTANT OFFICE MANAGER

- Gathered customer information and created new contacts in the CRM
- Scheduled inspections and coordinated job start dates with customers
- Ensured clear communication between customers, sales, and production teams