



# İSMAYIL HÜSEYNLI

📍 Baku, BA 012

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## SUMMARY

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

Diligent professional with many years of experience maintaining seamless business operations. Smoothly administers budgets, trains staff and monitors procedures to maximize efficiency and balance objectives with operational requirements. Exceptional skills in inventory management, loss prevention, and vendor negotiation.

Accomplished industry leader offering many years of management expertise including staff training and development, performance evaluation, and continuous improvement. Focused and efficient with proficiency in financial reporting and budget adherence. Demonstrated success in evaluating P&L to achieve targets.

## SKILLS

- Metric tracking
- Complaint resolution
- Training and mentoring
- Staffing coordination
- Exceptional interpersonal communication
- Workflow management
- MS office expert
- Technical support
- Cash handling
- Social media monitoring
- Skilled trainer

## EXPERIENCE

### CUSTOMER SERVICE MANAGER, 01/2020 - Current

*Hotel*, Baku, BA

- Held regular one-on-one meetings with employees to review performance and priorities and provide feedback.
- Monitored phone calls to provide feedback and coaching.
- Reviewed employee performance and provided ongoing feedback and coaching to drive performance improvement.
- Monitored staff performance to ensure adherence to customer service standards.
- Led team engagement to assist cross-functional departments and achieve goals.

## EDUCATION AND TRAINING

*Baku State Pedagogical University*, Baku, 06/2023

**Bachelor of Science: Teaching**

## LANGUAGES

<b>English:</b>	B2	<b>Russian:</b>	C1
Upper Intermediate		Advanced	
<b>Turkish:</b>	C1	<b>Arabic:</b>	A2
Advanced		Elementary	