






## About Me

With experience in customer service at Turkish Airlines and over three years in retail, I combine strong communication skills with technical expertise. I am dedicated to delivering excellent customer experiences and continuous professional growth

## Contact

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 Baku, Azerbaijan

## Skills

- Analytical skills
- MS Office
- HTML, CSS, C++, JavaScript
- Communication skills
- Teamwork
- Time management

## Language

- English - C1
- Turkish - C2

# TURKAN RASULZADA

## Education

(2019 -2023)

**AZERBAIJAN STATE OIL AND  
INDUSTRY UNIVERSITY**

Bachelor of Engineering  
Process Automation  
engineering

## Experience

(2024)

**CUSTOMER REPRESENTATIVE**

Turkish Airlines\Positive Call Center

- Helping passangers with problematic cases
- Answering international calls
- Servicing ticket transactions

(2022-2023)

**FLORIST**

Roses are Red

- Helping customers with specific orders
- Supervision of receipt of products

(2019-2022)

**SALES REPRESENTATIVE**

Turkan Clothing Store

- First hand contact with clients
- Preparation of sales-related reports

## Courses and Certificates

- Code academy- System administration  
March 2022-June 2022
- Basics of Cybersecurity
- Automation engineer of the future