



# Nijat Jamalov

## Contact

### Address

Baku, 1134

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### WWW

[Bold Profile](#)

## Skills

- Bilingual proficiency
- Cultural awareness
- Time management
- Consecutive Interpretation
- Spanish language expertise
- Customer service skills
- Adaptability
- English
- Problem-solving

As a dedicated professional with a background in Translation and Interpretation of Spanish, I possess bilingual proficiency and Spanish language expertise. My experience as a Customer Service Representative has honed my customer service skills and adaptability, allowing me to effectively communicate and build rapport with diverse clientele. I am committed to providing accurate and culturally sensitive translations and interpretations. With strong time management skills, I ensure timely project completion while maintaining high-quality standards. I am eager to leverage my skills in a translator and interpreter role.

## Work History

2023-06 -  
2023-09

### Payment Collector

*Total Auto Finance, Chantilly, USA (Remote)*

- Efficiently managed a high volume of outbound calls daily, prioritizing tasks and staying focused under pressure.
- Established relationships with customers to encourage payment of delinquent accounts. Initiated repossession process or service disconnection upon failure of other collection methods.
- Responded to customer inquiries and provided detailed account information.
- Contacted customers to discuss past-due accounts and negotiated payment plans.

2022-03 -  
2023-06

### Customer Service Representative

*Caspian Auto MMC, Baku, Azerbaijan*

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Met customer call guidelines for service levels, handle time and productivity.
- Responded to customer requests for products, services, and company information.

## Education

2023-07

### Translation and interpretation: spanish

*Azerbaijan University of Languages - Baku, Azerbaijan*

- Spanish
- Customer service
- Teamwork and collaboration

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## Extracurricular Activities

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Visit of president of the Republic of Venezuela to Azerbaijan, translator and interpreter to venezuelan delegation, 06/01/22

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## Hobbies and Interests

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- Reading
- Watching foreign films
- Cultural events attendance
- Learning new languages
- Listening to music
- Volunteering

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## Personal Information

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- Date of Birth: 07/10/02
- Gender: male
- Nationality: Azerbaijani
- Marital Status: Single