Zakir Islamov

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I am a determined, trustworthy, and enthusiastic individual. I am a responsible team player who can easily adjust to any difficult circumstances. I can work well on my initiative as well as in a collaborative setting. I can stay on task and meet deadlines while working under duress.

# EDUCATION

## Bachelor in Management

* Vistula University
* 10/2022 – Present

# SKILLS

# Microsoft Office: Proficient in using Microsoft Office Suite for efficient document management, data analysis, and presentation creation.

# Leadership: Experienced in guiding teams to achieve objectives while fostering a collaborative and motivating environment.

# Communication Skills: Able to convey ideas clearly and persuasively, both in writing and verbally, across diverse audiences.

# Teamwork Skills: Adept at collaborating with diverse teams to achieve shared goals and support collective decision-making.

# Learning/Adaptability Skills: Quick to learn new skills and adapt to changing environments and challenges

# Time Management: Efficient in prioritizing tasks and meeting deadlines to ensure productivity and high-quality results.

# Problem-Solving: Strong analytical skills that enable the identification of issues and development of practical solutions.

# WORK EXPERIENCE

**Customer Experience Department | 10Clouds - 11/2022 - 08/2023**

Monitored client feedback channels to gather insights, identify trends, and ensure timely responses, enhancing customer satisfaction and aligning with client expectations.

Facilitated onboarding processes for new clients, guiding them through service setup and product usage, and ensuring a seamless start to their journey with 10Clouds.

Collaborated with cross-functional teams, including sales, marketing, and development, to address client needs and resolve service-related issues quickly and effectively.

**Sales Department | Crafton** - **11/2023 - 10/2024**

Supported sales efforts by building and maintaining client relationships, identifying new sales opportunities, and assisting with account management.

Collaborated with team members to achieve sales goals, analyzing customer needs and delivering tailored solutions.

Contributed to client satisfaction by effectively communicating and negotiating, ensuring a positive experience.

Enhanced knowledge of market trends and sales strategies within a dynamic environment.

**Customer Service Representative | Guava Pay 11/2024-12/2024**

Provide exceptional customer support via phone, email, and live chat, addressing inquiries and resolving issues related to payment transactions, account management, and product features.

Assist customers with onboarding, troubleshooting, and guiding them through the use of Guava Pay’s platform and mobile applications.

Ensure customer satisfaction by maintaining a high level of professionalism, empathy, and clear communication.

# LANGUAGES

**Azerbaijani:** Native or Bilingual Proficiency

**Russian:** Native or Bilingual Proficiency

**English:** Full Professional Proficiency

**Turkish**: Professional Working Proficiency