



# AYSEL MEMMEDOVA

## PROFESSIONAL SUMMARY

Participation in teamwork with creative and active engagement  
Inclined to both learn and teach  
Efficiently managing daily life with various hobbies

## CONTACT

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## WORK EXPERIENCE

### English Teacher | 2020-2020

3-month work period at the Difai preparation course

- Organizing creative lessons to increase students' enthusiasm
- Sincere and active participation in a team environment
- Applying grammar and vocabulary using modern technologies
- Carrying out practical exercises to improve speaking and writing skills

### Customer Representative | 2024-2024

10-month work period in the call center and back office department of Positive Call Center company

- Receiving calls from foreign customers
- Addressing and resolving their complaints on-site
- Investigating customers' written complaints in the back office
- Working on complaints based on their content
- Providing immediate feedback to customers or analyzing complaints using resources for more accurate outcomes

## AWARDS AND CERTIFICATION

### Career Advancement (2022)

"Do not give up on your success"

### Language Skills (2022)

"Speech Culture"

### Language Skills (2023)

"Fluent Speech"

### Qızıl Əllər MMC (2023)

"Computer Skills"

## ACADEMIC HISTORY

### Gəncə Dövlət Universiteti | 2019-2023

Bachelor's Degree in English Language Teaching

- GPA 92.0
- Participation in training sessions, events, and volunteer activities during the educational period

## HOBBIES

- Reading various books for study and conducting research
- Going on trips to the city and suburban areas
- Listening to music and dancing

## SKILLS

- B2 level english
- Analytical thinking style
- Working in a group
- Being responsible, patience and active
- Dealing with problems in the crisis moments