

ARSLAN MARDANOV

CONTACT

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PROFESSIONAL SUMMARY

Experienced Call Center Team Head with over 15 years at Azercell Telecom, advancing from agent to leadership. Highly energetic and positive, with strong critical thinking skills. Proven ability to enhance customer satisfaction, boost team performance, and implement innovative processes. Skilled in crisis management, cross-department collaboration, and improving operational efficiency.

SKILLS

- Leadership & Team Development
- Customer-Centric Problem Solving
- Process Optimization & Innovation
- Data-Driven Decision Making
- Crisis & Conflict Management
- Cross-Functional Collaboration
- Regulatory Compliance & Quality Assurance
- Critical Thinking & Attention to Detail
- High Energy & Positivity
- CRM Management

WORK HISTORY

Call Communication Center Team Head, 01/2013 to Current

Azercell Telecom LLC - Baku, Azerbaijan

- **Leadership & Team Building:** Led a team of 150+ agents, focusing on skill development, engagement, and retention to sustain a high-performance culture.
- **Customer Experience Enhancement:** Optimized processes to boost first-contact resolution by 50% and reduced response times, improving customer satisfaction.
- **Performance & Analytics:** Established KPI-driven management, leveraging data analytics to enhance resource allocation and operational efficiency.
- **Process Innovation:** Introduced AI tools and automated systems, improving agility and reducing call volumes by 20% through self-service options.
- **Crisis Management:** Created contingency plans for high-demand scenarios, minimizing service interruptions and maintaining brand integrity.
- **Cross-Functional Collaboration:** Partnered with departments to align customer service with company goals and advised senior leadership on strategic improvements.
- **Compliance & Quality Assurance:** Ensured regulatory compliance and implemented quality control programs to uphold service standards and agent accountability.
- **Project Leadership:** Managed key projects on budget, leading the integration of new systems that streamlined workflows and boosted service efficiency.

Call Center Representative, 08/2008 to 01/2013

Azercell Telecom LLC - Baku, Azerbaijan

- **Customer Support & Issue Resolution:** Delivered prompt, accurate assistance to customers, consistently meeting or exceeding response time and resolution targets.
- **Product Knowledge & Guidance:** Provided expert guidance on company products and services, ensuring customers were

well-informed and satisfied with solutions.

- **Performance Metrics:** Achieved high performance across KPIs, including call handling time, customer satisfaction, and first-contact resolution rates.

EDUCATION

Business Administration: 09/2004 to 05/2008

Azerbaijan State Economic University - Azerbaijan

CERTIFICATIONS

- Internal Quality Auditor, 01/2010 - 12/2010
- Blackberry Support Group, 01/2010 - 01/2011
- Experience Exchange in Kcell Kazakhstan, 05/2014
- Six Sigma Green Belt, 05/2015
- Call Center management by KPI's by Apexberg, 09/2015
- First Aid, 05/2016
- Project Management, 06/2016
- Coaching skills, 11/2017
- Emotional Intelligence, 11/2017
- Contact Center management for Call Center heads, 12/2017
- Əlaqə Mərkəzinin İdarə olunmasının əsasları, 05/2018
- Experience Exchange in Megafon Russia, 06/2019
- Effective Communication Skills, 05/2018
- Agile Mindset, 06/2019
- Obligatory H&S training by National Observatory Center, 09/2021
- 13th Annual Customer Experience Management Summit, 11/2022
- Obligatory H&S training by National Observatory Center, 03/2024

LANGUAGES

Azerbaijani

Native

Russian

Fluent

Turkish

Fluent

English

Upper intermediate (B2)