



Asmar Mammadova

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Gender: Female **Date of birth**: 18/07/2001 **Nationality**: Azerbaijani

ABOUT ME

Psychology graduate with strong communication and problem-solving skills. Experienced in customer support, handling inquiries, and resolving issues efficiently. Adaptable and detail-oriented, with the ability to work in fast-paced environments. Open to learning and improving professionally.

LANGUAGE SKILLS

Mother tongue(s): Azerbaijani

Other language(s):

Turkish

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

English

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

Spanish

LISTENING A2 READING A2 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

WORK EXPERIENCE

[08/02/2022 – 16/12/2023]

Psychologist

Narinj Psychology Center

City: Baku | **Country**: Azerbaijan

Conducting individual and group therapy sessions for children, adolescents, and adults.

* Providing psychological assessments for developmental, emotional, and behavioral disorders.

* Organizing psychoeducational seminars and workshops on mental health awareness.

* Implementing therapy programs for children with autism, ADHD, and learning disabilities.

* Offering family counseling and parental guidance to improve communication and relationships.

[10/10/2024 – 09/01/2025]

Customer service representative

Yango

City: Baku | **Country**: Azerbaijan

Handling customer inquiries, complaints, and requests via phone, email, and chat.

* Assisting customers with booking, modifying, or canceling taxi reservations.

- * Providing information about fares, routes, and estimated arrival times.
- * Resolving service issues, such as lost items, driver disputes, or payment concerns.
- * Coordinating with drivers to ensure timely pickups and smooth service.
- * Maintaining accurate records of customer interactions and reports.
- * Ensuring high-quality customer support by following company policies and procedures.

DIGITAL SKILLS

My Digital Skills

Python Language - Basic knowledge | Microsoft Office (Outlook, Excel, Word, PowerPoint)

VOLUNTEERING

[09/06/2022 – 12/06/2022]

Formula 1 Baku

- * Overseeing the registration process, ensuring smooth check-ins and check-outs.
- * Supervising front desk staff and coordinating team operations for efficiency.
- * Resolving customer concerns promptly to maintain service excellence.
- * Ensuring compliance with hospitality standards and event protocols.
- * Collaborating with different departments to enhance guest satisfaction and operational flow.

EDUCATION AND TRAINING

[15/09/2018 – 18/06/2024]

Bachelor Degree in Science: Social and Psychological Services in Education ***Azerbaijan State Pedagogical University***

City: Baku | **Country:** Azerbaijan |