



İlkin Nurulu

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ABOUT ME

I am a flexible and experienced customer representative with excellent time management skills. I am a good communicator with proven interpersonal skills and am used to working in a team, while also being able to use my own initiative. I am skilled at solving problems skillfully and negotiating to reach a beneficial agreement. I am always eager to learn and take on new challenges.

WORK EXPERIENCE

Customer relations representative

Positive Call Center [04/2024 – Current]

City: Baku

Back Office Operation Agent of Turkish Airlines

- Receiving, documenting and managing positive or negative customer feedback;
- Regularly compiling and analyzing feedback data to identify trends, patterns or common problems;
- Ensuring that all responses and decisions are in accordance with Turkish Airlines policies, procedures and customer satisfaction standards, maintaining consistency and consistency in handling all feedback;
- Reviewing the quality of responses provided by frontline teams and ensuring they meet the company's customer service standards.

Ajet

- Gathering and analyzing customer data such as customer demographics, purchase history and feedback to identify patterns, trends and areas for improvement;
- Develop targeted marketing campaigns and initiatives to increase customer engagement and satisfaction;
- Organizing mobile meetings with customers who have problems related to tickets, luggage and reservations and directing them to the appropriate department;
- Making secure and accurate reservations using **HITIT** for Ajet customers.

Turkish Airlines

- Management of inquiries, complaints and feedback from customers and ensuring that all interactions with customers are professional and customer-oriented;
- Responsible for managing customer service and support teams, ensuring prompt handling and resolution of customer inquiries and issues;
- Regularly monitors customer satisfaction levels and uses this information to identify areas for improvement;
- Making secure and accurate reservations using **QUICKRESS**.

Intern of Department of Internal Control

AZƏRİŞİQ ASC [01/02/2023 – 01/05/2023]

City: Baku | Country: Azerbaijan

- Investigation of internal and external customer base;
- Building new relationships and strengthening existing relationships with industry professionals and suppliers;
- Organization of corporate meetings regarding potential partnerships and projects;
- Organization of presentations related to new projects;
- Arranging meetings about potential partnerships and projects.

Bank Products Sales Specialist

Bank of Baku [10/2022 – 02/2023]

City: Baku

- Identification of target groups and study of customer needs;
- Coordinating the communication process with customers;
- Market monitoring and analysis;

- Working with the customer base, searching for new customers;
- Management of Direct Marketing projects.

VOLUNTEERING

[04/2022 – 06/2022] Baku

Event Management Volunteer at Synergy Partnership LLC

- Greeting, registering and directing attendees to the event hall;
- Management of technical equipment such as microphones or projectors when the event starts;
- Engage participants in leading activities or workshops;
- Announcing updates or important messages to attendees.

[01/2022 – 03/2022] Baku

DOST - Agency for Sustainable and Operative Social Provision

- Welcoming citizens and directing them to service windows;
- Participation in the management of the flow of citizens, queues;
- Assistance in using electronic systems;
- Conducting opinion polls;
- Management of volunteer groups.

EDUCATION AND TRAINING

Bachelor of Management

Azerbaijan State Economic University [09/2019 – 06/2023]

City: Baku | Country: Azerbaijan | Website: <https://unec.edu.az/>

Master of International Economic Relations

Azerbaijan State Economic University [15/09/2023 – Current]

City: Baku | Website: <https://unec.edu.az/>

LANGUAGE SKILLS

Mother tongue(s): Azerbaijani

Other language(s):

English

LISTENING B2 READING B2 WRITING B2
SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

Russian

LISTENING A2 READING A2 WRITING A2
SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

Turkish

LISTENING B2 READING B2 WRITING B2
SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

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

DIGITAL SKILLS

Microsoft Office / SITA WorldTracer / Pressure Handling / High Pressure Environment / Decision making, / Comarch - Customer Loyalty Management System / Microsoft: Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Teams / Interline Considerations on Irregular Operations System (IRROPS) / Departure Control System (DCS) / Atom System / Hitit Reservation and Ticketing System / Quickres Reservation and Ticketing System / Verint Workforce Management Solutions & WFM Software / PEGA Case Management System / PARES