



Sabina Zeynalova

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With over three years of experience in customer service, I have successfully managed teams, demonstrating strong decision-making and problem-solving abilities. I consistently apply sound judgment to drive company success and have a proven track record of motivating and developing staff, fostering a positive and productive work environment.

Professional Experience

Aug 2024 – present
Baku, Azerbaijan

VIP Aviation Services, Passenger Service Agent

- Provide exceptional customer service throughout the travel experience, from check-in to boarding.
- Assist passengers with baggage handling and inquiries, addressing issues with professionalism and efficiency.
- Coordinate with airline staff and airport security to ensure a safe and timely boarding process.
- Manage passenger documentation, ensuring compliance with international travel regulations.
- Resolve conflicts and complaints, demonstrating strong problem-solving and conflict-resolution skills.

Mar 2024 – Jun 2024
Baku, Azerbaijan

FBCO MMC, Store Manager

- Contributed to increased sales revenue by motivating staff to achieve individual and team goals consistently.
- Promoted a positive work environment through open communication and constructive feedback.
- Managed employee schedules to ensure adequate coverage during peak hours, resulting in a smoother workflow.
- Trained and mentored new employees to maximize team performance.

Dec 2023 – Mar 2024
Baku, Azerbaijan

FBCO MMC, Shift Manager

- Collaborated with other Shift Manager to maintain consistency in policies enforcement across all shifts, fostering a cohesive workplace culture.
- Collaborated with other leaders and executives to direct workflow and support operations.
- Organized and detail-oriented with a strong work ethic.
- Took part in trainings that was about coffee origin, several kinds of coffee beans and coffee excellence.

Aug 2023 – Dec 2023
Baku, Azerbaijan

FBCO MMC, Cashier

- Exceeded productivity goals through consistent attention to detail and organization during busy shifts.
- Welcomed customers and helped determine their needs.
- Resolved customer complaints professionally, leading to improved customer relations and loyalty.
- Collaborated with team members to achieve sales targets and maintain a clean, well-stocked store environment.
- Worked on coffee excellence, equipment operation and leading skills.

Nov 2022 – May 2023
Baku, Azerbaijan

GFC MMC, Trainer

- Improved employee performance by designing and implementing effective training programs.
- Oversaw the administration of online learning platforms, ensuring seamless user experiences for trainees at all levels.
- Provided one-on-one mentoring to help individuals reach their full potential within the organization.

Jun 2021 – Nov 2022
Baku, Azerbaijan

GFC MMC, Cashier

- Used consultative sales techniques to understand customer needs and recommend relevant products and services.
- Selected correct products based on customer needs, product specifications and applicable regulations.

Skills

Sales Strategies

Engaged with professionals to find potential new customers and discussed how to keep them.

Setting Schedules

Making employee work schedules based on store's needs, reviewing the last schedules and upcoming seeable events.

Mentoring and Coaching

Made sure that all the new team members integrated to the group and are well-trained within 2 weeks.

Setting Meetings

Identifying weaknesses and strengths, target plans and taking into account complaints and suggestions of employees.

Decision-Making

Recruiting

- Managed job postings on 1C and conducted interviews to hire qualified candidates.

Education

Sep 2019 – May 2023
Baku, Azerbaijan

Bachelor of Social Work, Baku State University

Languages

English

C1

Production Planning

Using Microsoft Excel to analyze data related to the demand, capacity, inventory, lead time, costs, and quality.

Critical Thinking

Analyzing customer feedback forms and using this information to develop a customer service training session for employees.

Using Reinforcement Theory

Reward and Punishment technique.
Always works.

Time Management

Problem Solving

Russian

A2

Interests

- Pilates
- Fitness
- Baking
- Psychology