



Arzu Alizada

Date of birth: 07/01/2003 | **Nationality:** Azerbaijani | **Phone number:** (+994) 514071796 (Mobile) | **Email address:** aliyevaaynur2002@gmail.com | **Address:** Chernyakhovskhi 31B, Sabail, AZ1023, Baku, Azerbaijan (Home)

● WORK EXPERIENCE

28/02/2024 – 29/08/2024 Baku, Azerbaijan

SENIOR CUSTOMER SERVICE REPRESENTATIVE POSITIVE CALL CENTER - TURKISH AIRLINES PROJECT

- Providing information about flights, schedules, fares, and policies. Helping with ticket bookings, changes, and cancellations
- Addressing customer questions and concerns via phone, email, or in-person
- Assisting with the check-in process, boarding passes, and baggage handling
- Addressing complaints, delays, and other service-related problems, often in high-pressure situations
- Informing customers about additional services like upgrades, travel insurance, and loyalty programs
- Documenting interactions and maintaining accurate customer records for future reference
- Coordinating with other departments, such as baggage services and flight operations, to resolve customer issues effectively
- Ensuring compliance with airline policies and government regulations
- Encouraging passengers to consider premium services or products
- Offering essential safety and travel information as needed

01/02/2023 – 30/04/2023 Baku, Azerbaijan

RESTAURANT HOSTESS JW MARRIOT ABSHERON

- welcome hundreds of guests a day
- seat the guests and manage the seating chart
- coaching a junior Ice Hockey team (10 hours/week)

01/05/2023 – 30/09/2023 Baku, Azerbaijan

FAST FOOD WORKER MCDONALDS

- prepare food and beverages
- clean and organize the dining area
- respond to service challenges
- solve problems and make decisions on the operations level

01/10/2021 – 30/03/2022 Baku, Azerbaijan

BABY-SITTER BAKU MALL

- prepare activities and schedule team
- entertain 20-30 children a day during the designed time frame
- ensure their safety

● EDUCATION AND TRAINING

15/09/2020 – CURRENT Baku, Azerbaijan

BSC IN SPANISH TRANSLATION Azerbaijan University of Language

● LANGUAGE SKILLS

Mother tongue(s): **AZERBAIJANI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	B2	B2	C1
RUSSIAN	B2	B2	B2	B2	B2
SPANISH	B2	B2	B2	B2	B2
TURKISH	C2	C2	C2	C2	C2
FRENCH	A2	A2	A2	A2	A2

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

● **DIGITAL SKILLS**

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Social Media including Facebook , WhatsApp and Twitter

● **VOLUNTEERING**

01/12/2022 – 12/03/2023 Baku

Sales Volunteer

- Manage the social media accounts of the self-development form
- Promote and sell the tickets for the seminars
- Enter the data about the sales onto the Excel spreadsheet
- Manage the group of volunteers during the events

01/08/2022 – 07/08/2022 Shamakhi, Azerbaijan

Screenwriter at Summer fest

- write 4 plays for the theatre
- play a role in the plays as an actress
- participate in various trainings such as writing, painting, acting, and sculpturing