

# BILAL ABBASOV

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## SUMMARY

Customer Service Representative with background in providing exceptional support and resolving customer inquiries. Skilled in communication, problem-solving, and maintaining positive relationships with customers. Demonstrated ability to improve customer satisfaction and loyalty through attentive service and effective issue resolution. Committed to enhancing team performance by sharing knowledge and best practices in customer service operations.

## SKILLS

- Microsoft Word
- Excel
- C++
- Complaint resolution
- CRM software
- Microsoft outlook
- Microsoft PowerPoint
- Live chat support
- Critical thinking

## EXPERIENCE

08/2023 - 11/2024

### Customer Representative Majorel Turkiye (Bolt) - Baku

- Responded to customer inquiries via phone, email and chat.
- Demonstrated strong problem solving skills in addressing customer issues.
- Resolved customer complaints promptly and efficiently.

10/2023 - 01/2024

### Team Manager Majorel Turkiye (Bolt) - Baku

- Provided guidance, coaching and mentoring to individual team members as needed to help them reach their full potential.
- Collaborated with other managers across the organization in order to identify best practices that could be implemented at all levels.
- Ensured adherence to company policies, procedures, regulations and laws while maintaining an ethical workplace culture.
- Identified training needs, created a comprehensive onboarding program and conducted orientation sessions for new hires.
- Prepared reports detailing staff performance metrics such as productivity levels or customer satisfaction ratings.

08/2022 - 07/2023

### Customer representative/MIMPOSITIVE call center "Turkish Airlines" - Baku

- Greeted customers and responded to inquiries in a timely manner.
- Demonstrated strong problem solving skills when faced with challenging situations or complex inquiries from customers.
- Assisted customers with order placement, returns, exchanges, and refunds.
- Escalated unresolved issues to appropriate departments for further investigation.

03/2022 - 08/2022

### Customer representative/Ticketing POSITIVE call center "Turkish Airlines" - Baku

- Provided product and service information to customers.
- Developed positive relationships with customers through friendly interactions.
- Demonstrated strong problem solving skills in addressing customer issues.

## EDUCATION AND TRAINING

Expected in 06/2025 Master: Information Technology in Management **Baku Engineering University** - Baku

06/2023 Bachelor: Computer Engineering **Baku Engineering University** - Baku

## Languages

**Azerbaijan:**

First Language

**Turkish:**C1

Advanced

**English:**B2

Upper Intermediate