



# GULBAHAR JAFAROVA

## Customer Relations Professional

+370 629 24 959

gulbaharjafarova23@gmail.com

Gulbahar Jafarova LinkedIn

### PROFILE INFO

Ambitious Public Relations Management student with a strong academic foundation and practical experience in customer service and social engagement. Currently completing a Master's degree at Mykolas Romeris University. Skilled in managing data, evaluating programs, and fostering meaningful connections to support organizational goals. Successfully contributed to collaborative projects, mentoring initiatives, and operational improvements. Committed to applying my expertise in customer relations and communication to drive impactful results in dynamic environments.

### EXPERIENCE

07/2022 - 12/2022

Azerbaijan Service and Assessment Network

#### Social Services Specialist

- Data Management and Organization:** Maintained and organized datasets to ensure accurate and efficient access to information;
- Research and Documentation:** Conducted in-depth research and prepared; documentation to support program objectives and decision-making;
- Program Assessment:** Evaluated program effectiveness through analysis and reporting, identifying areas for improvement;
- Administrative Coordination:** Oversaw administrative tasks, including scheduling, correspondence, and record-keeping;
- Business Development Support:** Contributed to strategies for organizational growth and expansion;
- Mentoring Assistance:** Supported mentoring initiatives to guide and develop skills among program participants;
- Project Management:** Planning, organizing and successfully completing the project from start to finish.

09/2021 - 03/2022

Agency for Sustainable and Operational Social Security

#### Customer Service | Social Service Specialist

- Customer Support Assistance:** Assisted individuals with inquiries related to state social assistance, ensuring clear communication and timely responses;
- Social Service Facilitation:** Helped facilitate access to social services, guiding clients through application processes and providing necessary information;
- Labor Relations Tasks:** Collaborated on tasks related to employment and labor relations, supporting program objectives;
- Complaint Resolution:** Investigated and resolved customer complaints by employing effective problem-solving techniques to maintain high customer retention rates.

01/2021 - 08/2021

The Youth Foundation of the Republic of Azerbaijan

#### Account Manager

- Strategic Initiative Collaboration:** Supported the development of strategies aimed at creating positive changes in organizational systems and processes;
- Youth Engagement:** Assisted in creating youth-focused projects and activities to promote participation and skill-building;
- Facilitated Life Skills Programs:** Helped organize and deliver workshops to equip young participants with practical and professional skills;
- Promoted Inclusion:** Supported projects focused on advancing gender equity and creating inclusive opportunities for all participants.

### EDUCATION

#### Master's of Public Relations Management

Mykolas Romeris University

2023- 2025

#### Bachelor's in Social work

Baku State University

2018 - 2023 | GPA - 80.44

### COMPUTER SKILLS

- Microsoft office suite (Word, excel, power point, outlook)
- Canva
- Zoom
- Microsoft Teams

### LANGUAGE SKILLS

- Azerbaijani - Native
- English - C2
- Turkish - C2
- Russian - B1

### SOFT SKILLS

- Stakeholder Management
- Critical Thinking
- Analytical Thinking
- Emotional Intelligence
- Business Acumen
- Organizational skills
- Time management
- Conflict Resolution

01/2020-12/2020

Bank of Baku

### Customer Service Specialist

- **Account Services:** Open and manage current accounts for business needs;.
- **Installment Credit Card:** Cards offering installment payment options for hassle-free shopping;.
- **Consumer Loans:** Quick and easy cash loans with favorable terms;
- **Fast Money Transfers:** Secure and swift international transfers via Western Union and other systems;.
- **Customer Support:** Dedicated service desks and call centers to assist with inquiries and resolve issues efficiently
- **Financial Products and Services:** A variety of loan and deposit options, payment cards, and business solutions tailored to customer needs.

04/2019-12/2019

The Ministry of Economy of the Republic of Azerbaijan

### International Cooperation Officer

- **Preparation and implementation of socio-economic development strategies:** Participating in the preparation and implementation of strategies for the socio-economic development of the country.
- **Ensuring sustainable economic growth:** Preparing proposals to create favorable conditions for sustainable and inclusive economic development and ensuring continuous economic growth.
- **Improving the business environment:** Carrying out activities aimed at increasing the level of transparency in the economy and improving the business environment in the country.
- **Development of industry:** Participating in the formulation of state policies in the industrial sector and ensuring their implementation in collaboration with relevant state bodies.

09/2018-03/2019

The Ministry of Labor and Social Protection of  
the Population of the Republic of Azerbaijan

### International Relations and Projects

- **Implementation of labor policy:** Preparing and implementing state policies in the regulation of labor relations, protecting workers' rights, and ensuring occupational safety;
- **Social protection and provision:** Ensuring social protection for vulnerable groups of the population, organizing pension provision, and distributing social benefits;
- **Promotion of employment:** Taking measures to reduce unemployment, create new jobs, and increase the employment of disadvantaged groups in the labor market, particularly youth, women, refugees, internally displaced persons, and individuals with disabilities;
- **Rehabilitation of persons with disabilities:** Organizing medical and social expertise and rehabilitation for individuals with disabilities and assisting them with the provision of prosthetic and orthopedic devices.