Khadija Hasanzade

Contact Center Team Lead | Customer Operations & Project Coordination
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PROFESSIONAL SUMMARY

Contact center Team Lead at a government digital services agency, promoted within 16 months and now leading 9 specialists who handle 1,300+ citizen requests daily. Cut a 21,000-request backlog to 9,000 in 2 months and introduced daily performance targets for the team. Currently co-leading the integration of the agency's info mailbox into the Whelp helpdesk platform. IT Project Management certified (2025); MA in Business Administration.

CORE COMPETENCIES

Contact Center Operations | Team Leadership & Training | Project Coordination | KPI Monitoring & Reporting | Process Improvement | Knowledge Management | Stakeholder Coordination | Customer Service & Service Quality

PROFESSIONAL EXPERIENCE

Innovation and Digital Development Agency, Baku

Team Lead, Contact Center — Feb 2026 – Present

- Reduced the request backlog from 21,000 to 9,000 (a 57% reduction) within 2 months by revising team working principles and introducing a more effective division of work
- Lead a team of 9 specialists in a contact center handling 1,300+ citizen requests daily; serve as the escalation point for complex requests
- Introduced individual daily request-handling targets (100 per specialist, later raised to 150), with the team consistently at or near target; prepare daily, weekly, and monthly performance reports using Whelp reports and Excel
- Created a Confluence knowledge base with process rules and response templates, increasing the team's response speed and the number of requests handled per specialist per day
- Co-lead, with the Head of Department, the integration of the agency's official info mailbox into the Whelp helpdesk platform (in progress), following the migration of request handling from Jira to Whelp; coordinate with IT, Information Security, and Legal teams
- Plan shifts and coordinate daily operations with partner departments; train, onboard, and coach team members to maintain consistent service quality

Contact Center Specialist — Oct 2024 – Feb 2026

- Resolved citizen inquiries via the mygov platform and official email within SLA requirements, as part of a team handling 1,300+ daily requests
- Registered, tracked, and routed documents to departments in the Electronic Document Management System (EDMS)

Yes Travel LLC, Baku — Nov 2023 – Jul 2024

Ticketing and Tourism Specialist

- Served customers and booked flights and tours in Amadeus and Galileo reservation systems
- Designed and executed social media and digital marketing strategies, growing page following and engagement and increasing customer inquiries and sales

State Social Protection Fund, Baku — Jul 2023 – Oct 2023

Volunteer, Protocol Department

- Supported protocol management and event organization; registered participants and analyzed attendee data

Azerbaijan Student Youth Organizations Union, Baku — Sep 2021 – Dec 2021

Intern

- Registered participants, collected data, and coordinated activities at program events

EDUCATION & CERTIFICATIONS

MA, Business Administration (Management), UNEC — 2023 – 2025
BA, International Relations and Economics, Baku State University — 2019 – 2023
Certifications: IT Project Management, DivAcademy (2025)

SKILLS & LANGUAGES

Tools: Whelp, Confluence, Jira, Trello, MS Office (Excel, Word, PowerPoint), Google Workspace, CRM, EDMS, Amadeus, Galileo
Soft Skills: Mentoring & Team Motivation | Communication & Conflict Resolution | Problem Solving & Analytical Thinking
Languages: Azerbaijani (native), English (B2), Turkish (B2), Russian (A2)