



AYGUN MUSTAFAYEVA

EXPERIENCE

April 2025 - April 2026

Call Center Customer Service Representative AzInTelecom | Baku
Managed all incoming and outgoing calls, ensuring timely responses to citizen concerns.

Composed emails detailing citizen issues for accurate tracking and follow-up.

Addressed citizen problems through proactive listening and tailored solutions.

November 2018 - March 2025

Call Center Customer Service Representative AZZA CAKE HOUSE | Baku, Azerbaijan

- Handled high call volumes daily using advanced call management systems.
- Provided expert service while consistently maintaining professional interactions with customers.
- Updated management databases with accurate customer addresses and contact information.
- Clarified customer needs, identified options, and recommended suitable products and services.
- Consistently surpassed benchmarks in call speed, accuracy, and volume.

EDUCATION AND TRAINING

June 2018

Bachelor | Philology

Azerbaijan State University of Languages, Baku

Some College (No Degree) | Event Management

Vocational School No.18, Baku

- Ensured compliance with applicable laws and regulations related to event planning and operations.
- Followed local regulations for events and obtained necessary permits.
- Managed event timelines, ensuring all milestones are met and communicated to relevant parties.
- Manage safe and smooth food delivery at banquets, conferences and social events.
- Conferred with customers to gather event requirements and explore opportunities.

LANGUAGES

📍 Baku

📞 +994507770247

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SUMMARY

Experienced customer service representative with 8 years of proven success in addressing customer issues and inquiries. Proficient in meticulous documentation of call interactions and report preparation. Focused on providing relevant information to ensure high levels of client satisfaction and retention.

SKILLS

- Call control
- Customer engagement
- Upselling techniques
- Customer retention strategies
- Service promotion
- Data entry
- Creative problem solving
- Team management
- Calm and professional demeanor

Chinese (Mandarin): A1 English: B2
Beginner Upper Intermediate (B2)
Russian: Native
Native

CERTIFICATIONS & LICENSES

Effective communication skills-International Consulting Company

Flag Marshal - Formula 1 2022-2023

2017 CEV Volleyball European Championship - Women- Stage manager

AGF Trophy 2016-2023-Delegation team volunteer