



# RASIM MAMMADOV

I have experience as a Contact Center Representative and Telemarketing Specialist, handling inbound and outbound customer interactions across multiple communication channels. I provide support via phone, email, live chat, and social media, ensuring excellent customer service and prompt issue resolution.

I have experience in sales and telephone negotiations, identifying customer needs, presenting products and services, handling objections, and guiding customers through the sales process. I am proficient in using CRM systems to manage customer data, maintain accurate records, and support customer relationship management.

## Experience

### **Call Centre Specialist / Lead Operator** Frazex MMC | Dec 2023 – Sep 2024

Provide information on services and promotions

Communicate and sell via chatbot platforms

Prepare response templates and support materials

Manage client database using CRM systems

### **Call Centre / Telemarketing Specialist** Group Motors LLC | Dec 2024 – Feb 2025

Inform clients about promotions and special offers

Communicate with customers via chatbots and messengers

Conduct car sales through chats and phone negotiations

Use CRM systems for client management and reporting

### **Contact Center Representative / Social Media Support** Azerconnect LLC | May 2025 – Present

Handle inbound customer calls and resolve issues efficiently

Provide support via email, live chat, and social media

Manage customer inquiries and complaints, ensuring satisfaction

Maintain professional business communication standards

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## LANGUAGE

Azerbaijani      Advanced

Russian            Advanced

English            Upper-Intermediate

## EDUCATION

### **SECONDARY PROFESSIONAL EDUCATION IN RADIO COMMUNICATION, RADIO BROADCASTING AND TELEVISION**

Baku State College of Communication  
and Transport at Azerbaijan Technical  
University

2021 - 2025

## SKILLS

Communication skills

Teamwork

Responsibility & initiative

Goal-oriented

Customer-focused

CRM systems

Automobile sales

Problem-solving

Time management