



Shalala Hasanova

ID: 6HNGFKG | **Work permit:** Azerbaijani | **Date of birth:** 03/08/2004 | **Place of birth:** Baku, Azerbaijan |
Nationality: Azerbaijani | **Gender:** Female | **Phone number:** (+994) 516029940 (Mobile) | **Email address:**
selalehesenova7@gmail.com | **Instagram:** selale_hesenova4 | **Facebook:** Şəlalə Həsənova | **LinkedIn:**
Selale Hesenova | **Whatsapp Messenger:** +994516029940 |
Address: Absheron Youth Town, Apartmen 15, Floor 4, Building 17, 0200, Baku, Azerbaijan , 0200, Baku, Azerbaijan (Home)

ABOUT ME

I am a responsible, goal-oriented individual with strong communication and organizational skills. I enjoy learning in diverse environments and adapt quickly to new challenges. My passion for continuous self-improvement has led me to complete certified programs from institutions such as Harvard University and the University of Iceland through edX. I also hold an IELTS certificate, which reflects my commitment to language proficiency and academic standards. I approach every task with professionalism, attention to detail, and a desire to contribute meaningfully to any team or project I join

WORK EXPERIENCE

SSI RETAIL LLC. NEXT – SALES REPRESENTATIVE – 01/11/2025 – 10/01/2026 – BAKU, AZERBAIJAN

- Assisted customers in selecting products and provided professional advice on styles and sizes
- Maintained high standards of customer service and ensured a positive shopping experience
- Handled cash and card transactions accurately at the point of sale
- Organized merchandise, restocked shelves, and maintained a clean and attractive store layout

FULL SECONDARY SCHOOL NO.7 NAMED AFTER M.RAHIM – ENGLISH LANGUAGE TEACHING İTERN – 17/02/2025 – 30/05/2025 – BAKU, AZERBAIJAN

- Assisted in planning and delivering English lessons for secondary school students
- Supported classroom management and monitored student progress
- Designed basic teaching materials and interactive classroom activities
- Observed experienced teachers and implemented feedback to improve teaching methods
- Engaged students in speaking and listening exercises to improve communication skills

NAR MOBILE – CUSTOMER SERVICE OPERATOR – 09/10/2024 – 06/12/2024 – BAKU, AZERBAIJAN

- Answered customer inquiries via phone in a clear and professional manner
- Provided information about mobile packages, tariffs, and promotions
- Handled complaints and resolved customer issues efficiently
- Recorded customer feedback and forwarded relevant reports to the supervisor
- Maintained a polite and helpful attitude in a fast-paced environment

SMILE AZERBAIJAN TOUR – PROMOUTER – 03/09/2024 – 03/10/2024 – BAKU, AZERBAIJAN

- Delivered comprehensive pre-tour briefings to ensure tourists were well-informed about their journey.
- Streamlined travel itineraries by coordinating with airlines, hotels, and ground transportation providers.
- Maintained professional behaviour even under stress, thus ensuring a pleasant trip for tourists.
- Provided support to tourists during their stay, addressing concerns or queries promptly.

LANGUAGE SKILLS

Mother tongue(s): **AZERBAIJANI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
TURKISH	C2	C1	C1	C2	C2
RUSSIAN	A2	A2	A2	A1	A1
FRENCH	A1	A2	A2	A2	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

●

HOBBIES AND INTERESTS

Reading nonfiction and self-development books

Helps me expand my perspective and improve critical thinking

Language Learning

I enjoy studying foreign languages and understanding different cultures

Creative Writing

A way for me to express ideas, emotions, and develop imagination

Volunteering

I like taking part in social projects and contributing to community well-being

●

EDUCATION AND TRAINING

29/09/2021 – 25/07/2025 Baku, Azerbaijan
BACHELOR Azerbaijan State Pedagogical University. English Teacher

Field of study Education