



SHELALÉ ALİYEVA

WORK EXPERIENCE

WRAYM AZERBAIJAN — CUSTOMER SUPPORT OPERATOR

AUG 2025 – MAR 2026 | BAKU, AZERBAIJAN

- Handled high-volume customer inquiries and service requests via phone and online channels
- Managed order processing and ensured smooth internal coordination between departments
- Utilized CRM systems to manage customer data, track interactions, and follow up on requests
- Assisted in scheduling and organizing corporate (B2B) meetings with potential clients

COOL CLUB – SALES ASSISTANT

April 2025 – July 2025 | Ganja, Azerbaijan

- Assisted customers with product selection and provided accurate information
- Processed cash and POS transactions
- Ensured proper cash handling and daily balance accuracy

LONDON COFFEE SHOP – BARİSTA / CASHİER

MARCH 2024 – MARCH 2025 | GANJA, AZERBAIJAN

- Managed cash register operations and daily financial transactions
- Handled cash/card payments with accuracy
- Maintained organized and customer-focused service environment

ORANGE CUP COFFEE SHOP — CASHIER

FEBRUARY 2023 – MARCH 2024 | GANJA, AZERBAIJAN

- Processed payments and maintained transaction records
- Provided efficient customer service in a fast-paced environment


LOMBARD — OPERATOR


- Processed pawn and payment transactions
- Maintained accurate documentation and financial records
- Assisted customers with contract-related inquiries


SKILLS

- - Microsoft Office (Word, Excel, PowerPoint)
- - Google Docs, Canva, Email communication
- CRM Systems (customer data management, tracking, follow-ups)
- - Basic HTML, CSS, JavaScript (currently developing)
- Corporate communication & meeting coordination

CONTACT

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EDUCATION

Ganja State University —
Bachelor's Degree in
Mathematics and Informatics
Education (2020 – 2025)

Code Academy, Baku —
Frontend Development (High
Honour Diploma)
(2023-2024)

LANGUAGES

- Azerbaijani (Native)
- English (Pre-Intermediate)
- Turkish –(Intermediate)

CERTIFICATIONS

Frontend Developer (High
Honour Diploma)
Code Academy, Baku — 2024