



## ABOUT ME

Results-oriented customer service and airline operations professional with experience in call center, reservation, ticketing, and back-office coordination at Turkish Airlines. Skilled in handling high-volume workloads, resolving complex customer cases, and maintaining service quality under pressure. Strong communication, problem-solving, and organizational skills with the ability to adapt quickly in dynamic environments. Committed to continuous professional growth and delivering operational excellence.

## CONTACT ME



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Bakı Şəhəri Nizami  
rayonu Məmmədli  
Şərifli küçəsi 84.  
Mənzil 1

# RAHIDA YAQUBOVA

## ➤ EDUCATION

### WESTERN CASPIAN UNIVERSITY

*Bachelor's Degree in Translation  
(English & German)*  
2019-2023

## ➤ LANGUAGE

- Azerbaijani – Native
- English – Advanced
- German – Beginner
- Russian – Beginner

## ➤ COMPUTER SKILLS

WORD  
EXCEL  
POWER POINT  
Airline Reservation & Ticketing Systems

## ➤ VOLUNTEER AND WORK EXPERIENCES

- **Western Caspian University**  
Volunteer – Various Departments  
05.2022-09.2022
- **Institute of Education of the Republic of Azerbaijan**  
Volunteer – Center for Methodological Support and Professional Development  
02.15.2023-06.26.2023
- **Washington English Academy**  
Receptionist (Internship)
- **Turkish Airlines**  
Call Center & Back Office Operations  
Reservation and ticketing department  
September 2023 – 2026
- **N2M Service Company**  
Reservation Agent 01.06.2026 – still working