

TUNJAY RAJABLI

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EDUCATION

Azerbaijan Technical University

Bachelor, Engineering Process Automation (GPA: 72/100)

Baku, AZ

Expected Jun 2028

PROFESSIONAL EXPERIENCE

Help Desk Specialist (Start IT)

Baku, Azerbaijan / 2024 - 2025

- Updated and maintained software systems on PCs and laptops to ensure compatibility with latest releases
- Diagnosed hardware and software issues and provided effective technical solutions
- Maintained service request records using help desk management software
- Provided technical support to users and ensured timely issue resolution

VOLUNTEER EXPERIENCE

Volunteer — “Gənc Könüllülər” Public Union — Baku, AZ

- Participated in social and community development initiatives
- Supported organization of youth-focused events and activities

Congress Volunteer — Baku Congress Events — Baku, AZ

- Assisted in event coordination and guest management
- Provided logistical and organizational support during events

Event Volunteer — “Cırt dan Show” — Baku, AZ

- Supported event setup and audience coordination
- Assisted team in ensuring smooth event execution

Museum Volunteer — Surakhani Ship Museum — Baku, AZ

- Guided visitors and provided general information
- Assisted in maintaining organization of exhibitions

CERTIFICATIONS

- Python Certificate
- Cisco Help Desk Certificate

- Mathematics Certificate
- ERASMUS+ AFTERMATCH 2.0 PROJECT CERTIFICATE
- ERASMUS+ CRITICAL HEALTH

SKILLS

Languages:

Azerbaijani (Native)

Russian (Native)

English (Upper-Intermediate)

German (A2 – Elementary)

Soft Skills: Responsibility / Teamwork / Communication / Public Speaking / Positive Attitude

Technical Skills: IT Support & Help Desk Operations / Software Installation & Troubleshooting / MS Office