

Бишкек, Аял, 24 жаш

**Кардарлар менен иштөө боюнча
менежер, Call-борбордун оператору**

Каалаган эмгек акы: 600 USD



Адистиги:

Сервис/Тейлөө/Туризм

Жумуштун түрү:

Толук иш күнү

Иш сапарлар:

Даяр эмесмин

Work experience:

Октябрь 2025 - Апрель 2026

Ресепшен, MFB Tarabya Hotel (Istanbul), Стамбул

Туризм

Performed check-in and check-out procedures for hotel guests * Processed payments and handled cash transactions * Managed room reservations using the Property Management System (PMS) * Confirmed, modified, and cancelled bookings via online platforms * Handled incoming calls and provided customer support and information * Issued invoices and maintained billing and financial records * Resolved guest complaints and requests during their stay * Assisted guests with additional services such as taxi arrangements and restaurant reservations * Coordinated with other departments (Front Office, Housekeeping, Food & Beverage, and others) * Monitored service quality and ensured smooth daily operations * Communicated effectively with internal teams to ensure a high level of guest satisfaction

Май 2025 - Сентябрь 2025

Ресепшен, Bellis Deluxe Hotel, Анталья

Туризм

1. Greeting guests, managing arrivals and departures. 2. Handling phone calls, emails, and guest inquiries. 3. Processing payments, managing invoices, and daily cash balancing. 4. Assisting with room changes, upgrades, and special requests. 5. Monitoring reservation systems and ensuring accurate data entry. 6. Liaising with various hotel departments to ensure smooth guest service. 7. Providing multilingual assistance in English, Russian, and Turkish.

Январь 2025 - Апрель 2025

Call Center Specialist (BishkekGas Project, Beeline), Beeline, Бишкек

Служба поддержки

Handling Incoming Calls from Customers * Recording and collecting natural gas meter readings * Advising customers on natural gas connection issues * Providing information on the operation and use of gas meters * Advising on meter installation and maintenance * Routing customer inquiries to the appropriate company departments * Processing requests and providing information about services * Adhering to customer service quality standards

Билим берүү жана окуу:

Май 2024

КНУ имени Джусупа Баласагына

Перевод и переводоведение

Жогорку

Кесиптик көндүмдөр жана тилдер:

Тилдер:

Орус тили: Эркин сүйлөшүү

Англис тили: Ортодон жогору

Түрк тили: Эркин сүйлөшүү

Автоунаанын болушу: Жок

Айдоочулук категориясы: Жок