

### Experience

09/2018 to 03/2020

**Customer Support Manager**

**M2M express**, Remote job

* Answer incoming calls and letters.
* Answered customer questions and resolved service issues in a timely manner
* Handling complaints
* Replenishment of the balance, establishing telephone communication and filling the request processing system

04/2020 to 04/2021

**Personal assistant and translator**

**Turkish hospital,** Osh, KG.

* Oral and verbal translating of medical reports.
* Filling all the systems of database
* Working with Turkish doctor, assisting him everywhere

05/2021 to….

**Technical support specialist**

**Adaga Solution/ Geonavigation**, Remote job

* Answer incoming calls and letters.
* Answered customer questions and resolved service issues in a timely manner
* Monitoring servers, and restore the connection with wells.
* Setting up data transfer of well to the server.
* filling the request processing system as Okdesk, 1C and Dashboard.

### Highlights

* Results-oriented
* Revenue generation
* Organizational capacity
* Operability and commitment
* Resistance to stress
* Good manners

### Education

**Bachelor Degree**

**Faculty**: Foreign Languages: English, Turkish

**Study years**: 2012-2016

**University**: International Alatoo University, Bishkek, Kyrgyzstan

**Additinal courses**

Full-stack developer

2020-2021

**Master Degree**

**Faculty**: Management and Business

**Study years**: 2021-2024

**University**: International Alatoo University, Bishkek, Kyrgyzstan

### Skills

* Languages: English, Russian, Turkish, Kyrgyz, Uzbek.
* Microsoft Office: Word, Excel, Power point.
* Okdesk, Helpdesk, Any desk, AMO CRM, JivoSite, Bitrix, 1C, Dashboard,
* HTML, Bootstrap, CSS, Sass, Javascript
* Experienced PC User
* Driver’s license

### Hobbies

* Cooking
* Playing Table tennis
* Handmade

Khodzhaeva Nazima

+996 (551) 003323

mazimaiminova@gmail.com