



FATIMA FAZYLOVA

CONTACT

- +82 1075432412
- fazylova11@bk.ru
- 24.11.1997
- Asan, South Korea
- Kazakhstani

EDUCATION

2015-2021, Almaty
MOK KAZGASA UNIVERSITY
Master's Degree in Engineering
technology

SKILLS

- Excellent health and fitness
- Time Management
- Organization and Multi-tasking
- Stress resistance
- Communication and Teamwork
- Attention to details

LANGUAGES

- Russian (Native)
- Kazakh (Native)
- English (Fluent)

WORK EXPERIENCE

"Kia" car factory, Asan, South Korea 10.2022-PRESENT

Customer Care Manager

- Providing information and resolving customers' problems and issues to ensure high customer service;
- Communicating with 100+ customers daily and answering to all questions about products;
- Working long hours and irregular schedule during high pressure situations and tight periods;
- Reporting all required documents in different languages in time to manage working with different nationalities.

"B.A." store, Almaty, Kazakhstan 06.2016-09.2022

Administrator

- Welcoming customers and informing them about all sales and discounts in our store;
- Addressing customer issues, resolving problems efficiently, and escalating concerns when necessary;
- Organizing team-buildings and meetings for other employees and ensuring timely follow-up regulations;
- Responding to customer questions via phone, email, or chat and providing accurate information about services or products.

Fashion retail group, Almaty, Kazakhstan 01.2015-06.2016

Sales consultant

- Communicating and listening to customers' concerns attentively to recommend the best products;
- Offering detailed explanation of products, answering to all questions and resolving any issues;
- Maintaining contact with customers to ensure satisfaction and addressing any concerns about purchase;
- Managing customer complaints professionally and providing solutions or alternatives to resolve issues.