



Guzal Ermatova

Customer Service Representative

Supporting customers by providing helpful information, answering questions, and responding to complaints. Being able to always find a way to get it done - done well. Able to work well under pressure and consistently meet deadlines and targets while delivering high quality work.

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📞 739450733

📍 Warsaw, Poland

SKILLS

Ability to Work under pressure

Communicate with the customer in a clear, easy-to-understand way to solve the problem

Highly organized and efficient

Professional knowledge of Compliance process

Technical knowledge of helping customers resolve the issue at hand

LANGUAGES

English
Full Professional Proficiency

Turkish
Professional Working Proficiency

Spanish
Limited Working Proficiency

INTERESTS

Reading books

Learning languages

EDUCATION

Management

Warsaw University of Business

10/2018 - Present

Warsaw, Poland

Courses

- Marketing
- Business English
- Microeconomics
- International Financial Management
- Warehouse management

WORK EXPERIENCE

Customer service representative

Sitel Polska

08/2019 - 11/2019

Achievements/Tasks

- Answered customer telephone calls and emails promptly and professionally.
- Resolves service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Prepare service reports by collecting and analysing customer information.
- Worked across all channels to provide transparent and clearly communicated responses and customers.
- Responsible for investigating and resolving unsafe situations for customers within guidelines and policies.

SSL Support Analyst

Trustwave company

01/2020 - 03/2020

Achievements/Tasks

- Respond to needs and questions of customers concerning their compliance requirements.
- Interface with a variety of customers over the phone and via email, in a polite, positive, and professional manner.
- Document actions in tickets to effectively communicate information internally and to customers.
- Respond in a timely manner (within documented SLAs) to clients and internal colleagues.
- Resolve problems independently; understand and follow escalation procedures.

HR department

Sergo Resources company

01/2021 - 07/2021

Achievements/Tasks

- Determine optimal job advertising mix, including job boards, careers pages and social networks.
- Host and participate in recruitment events and job fairs to network with potential candidates in-person.
- Determine optimal job advertising mix, including job boards, careers pages and social networks.
- Partner with clients to identify current and future personnel needs.