ILKIN HACIYEV

📞 Contact

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💡 Profile Summary

I have experience in **Technical Support**, **computer**, and **mobile device repair**. I work with a responsible and agile work principle, focused on **customer satisfaction**. I possess strong skills in quick problem diagnosis, efficient resolution, and prompt service delivery. I am motivated to continuously develop myself in the IT field and participate in larger projects.

🛠️ Skills

- Technical Support
- Computer Hardware Repair
- Mobile Device Repair
- Problem Diagnosis and Troubleshooting
- Customer Service
- Fast Learning Ability
- Teamwork Skills
- Microsoft Office (Word, Excel, PowerPoint, Outlook)

💼 Work Experience

Customer Representative

Turkish Airlines (THY) *August 13, 2025 – December 1, 2025*

- Provided prompt responses to passenger inquiries and accurate guidance on flight information.
- Ensured a high level of customer satisfaction.

- Managed query resolution, problem investigation, and effective administration of passenger services.

Cashier

Rahat Market *February 26, 2024 – May 5, 2024*

- Accurately executed cash register operations and established polite communication with customers.
- Handled cash and non-cash payments correctly.
- Performed daily tasks promptly and responsibly.

Waiter

Kolorit Cafe *August 12, 2020 – October 29, 2020*

- Provided polite service to customers, accurately took orders, and ensured satisfaction during the service process.
- Worked in coordination with the team and adhered to service standards.

🎓 Education

ODLAR YURDU COLLEGE *2020 – 2024*

- Computer Systems Repair and Service

🌐 Languages

- **Azerbaijani:** Native
- **Turkish:** Fluent
- **English:** Proficient