**CV**

Aliya Zhumagulova

Age: 26

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**Working pairs:**

English-russian

English-Kazakh

Russian-Kazakh

**Work experience**

2014 – present time Translator and Interpreter, Sole Proprietor, Petropavlovsk city

2012-2014 Freelance translator, “Agentstvo Perevodov”, Almaty city

Specialization – Politics, legal, financial spheres.

2010 – 2012 National Telecommunication Company, SC “Kazakhtelecom”, Petropavlovsk

Position: Customer service specialist

Responsibilities:

* handling face-to-face enquiries from customers.
* communicating courteously with customers by telephone, email, letter and face to face;
* promoting telecommunication services by means of proactive selling
* cold-calling in order to create interest in products and services
* analyzing statistics or other data to determine the level of customer service provided

**Academic qualification:**

2010-2013 North Kazakhstan State University after M.Kozybaev, Petropavlosk city

Bachelor’s degree in ***Law***

2006-2010 Eurasian National University after L.Gumilev, Astana city

Bachelor’s degree in ***Translation and interpretation***

**Key skills and competences:**

* written communication
* verbal communication
* conversant in Law, Economics, Finance, Telecommunication fields
* good cultural awareness
* planning and organizing
* able to work to tight deadlines
* highly skilled in Microsoft Word, Excel and Outlook.

**Personal skills:**

* Well organized
* Hardworking
* Friendly