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| *C:\Users\user\Downloads\WhatsApp Image 2017-01-13 at 01.18.35.jpeg* | *Email:* [*zhanbolot.344211@2freemail.com*](mailto:zhanbolot.344211@2freemail.com) |

**Career objective:**

To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities to grow and utilize my potential to the fullest to achieve the organization’s goals while achieving my personal goals.

**Skills**

**Customer Service Professional Personal**

Relationship building Process development Listening skills

Complain procedures Highly organized Customer engagement

Positive language Planning and Preparation Working with others

Telephone techniques Managing time Body Language

Effective questioning Troubleshooting Pro-active

Managing objection Negotiating skills Self-disciplined

Customer satisfaction IT skills Articulate

Web chatting Multi-tasking Tenacious

**Education**

*January, 2013 – January, 2016* *Kuala Lumpur, Malaysia*

**The University of Greenwich** BA in Accounting and Finance

*July, 2010 – July, 2011* *Kuala Lumpur, Malaysia*

**Asia Pacific University of Technology & Innovation (APU)** 1 year foundation program

**Ratified by Staffordshire University, UK**

*September, 2005 – May, 2010* *Bishkek, Kyrgyzstan*

**Kyrgyz-Turkish High School**  High school diploma

**Work Experience**

*2011- 2016 (every summer)* *Waiter/ Guest Service*

**“Ak-maral” hotel** Issyk-kul, Kyrgyzstan

*September, 2011 – December, 2016 Assistant/ Supervisor*

**“Library” Greenwich University** Kuala Lumpur, Malaysia

*June, 2005 – July, 2010 Customer Service/ Sales*

**Ak-tilek Ltd textile chain company** Bishkek, Kyrgyzstan

**Computer skills**

MS Windows, MS Office (Word, Excel, PowerPoint).

**Languages**

English - Fluent

Russian - Native

Kyrgyz - Native

Turkish - Upper Intermediate

**Achievements &Awards**

* Maybank GO Ahead. Challenge 2014 – Campus Level (Sunway) 2014
* ARC Teambuilding Camp at Asia Pacific University 2011
* Bizz Buzz Week at Asia Pacific University of Technology & Innovation 2011
* Member of Volunteering at SEGI Student Volunteers 2014-2015
* Diploma of Computer Sciences (Grade: Excellent) 2010
* Diploma of English Language (Grade: Excellent) 2010
* Diploma of Turkish Language (Grade: Excellent2010