  
**Shavkat**

[**Shavkat.359465@2freemail.com**](mailto:Shavkat.359465@2freemail.com)

**Personal information**

**Date of Birth:** 1 May, 1990

**Age / Height / Weight:** 27/ 180 / 80

**Place of birth**: Uzbekistan, Tashkent city

**Nationality/Gender**: Uzbekistan/Male

**Education background**

**2010-2014 Gulistan State University. Faculty of English Philology**, **Uzbekistan**

**Specialization**: **English philology**

**2008 – 2010 Russian high school. Uzbekistan**

**1999 – 2008 Russian secondary school. Uzbekistan**

**Computer skills**:

Advanced user of PC, Microsoft Windows XP and Far Manager, Microsoft Office, Adobe Reader, Total Commander, Internet explorer, Html and opera, Fidelio, Micros systems.

**Language Ability skills:**

* English language: Fluent (Spoken, Written, Reading)
* Russian language: Excellent (Spoken, Written, Reading)
* Turkish Language: Fluent (Spoken, Written, Reading)
* Uzbek language – native.

**Job experience**

**January 2016– Current**

**Miramar Al Aqah Beach Resort hotel. (UAE Fujairah)**

**Job title**: ***Telephone operator***

**Responsibilities**:

 Operate telephone exchanges, PBX machines, intercoms and public address systems  
• Take telephone calls from visitors and customers and provide them with required information  
• Ensure that information provided to callers is precise and within the boundaries set by company protocols  
• Make telephone calls to people upon instructions from company executives  
• Transfer telephone calls to concerned departments and individuals  
• Enquire as to the nature of incoming calls and exercise judgment to determine importance of call  
• Make calls to executives to determine if a particular executive wants to take a phone call  
• Operate fax machines to send and receive messages  
• Receive messages from callers and relay them to appropriate recipients  
• Provide paging services for individuals when requested  
• Report any problems or operating issues with telephone equipment  
• Perform minor troubleshooting activities on telephone equipment  
• Ensure that appropriate telephone equipment maintenance is scheduled  
• Keep records of calls and record any calls that are deemed important by the company  
• Make sure that irate callers are dealt with in a polite manner  
• Update directory information and provide relay services for people with hearing impairments  
• Perform filing and record keeping activities and ensure that work areas are kept clean and maintained

**December 2014 – December 2015**

[**Hotel Wyndham Tashkent, Uzbekistan**](https://www.google.ae/url?sa=t&rct=j&q=&esrc=s&source=web&cd=11&cad=rja&uact=8&ved=0ahUKEwjnm7Wv2MjSAhWF1RoKHZQMC5sQFghIMAo&url=http%3A%2F%2Fwww.booking.com%2Fhotel%2Fuz%2Fwyndham-tashkent.html&usg=AFQjCNHxFM2DHMiXPmSRwJCJDvpjQJX-jA&sig2=Xdt1cvDU673iTbRW9PkeVA&bvm=bv.149093890,d.d2s)

**Job title Telephone operator**

**Responsibilities:**

• Operate fax machines to send and receive messages  
• Receive messages from callers and relay them to appropriate recipients  
• Provide paging services for individuals when requested  
• Report any problems or operating issues with telephone equipment  
• Perform minor troubleshooting activities on telephone equipment  
• Ensure that appropriate telephone equipment maintenance is scheduled  
• Keep records of calls and record any calls that are deemed important by company

**Objective**: I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.  
**Personal Qualities**

* Quick learner
* Responsibility, Motivation and Dedication
* Ability to work under pressure and adapt to new environment
* Sense of organization
* Multi-tasking, Flexibility
* Good communication skills with high-level customer service

**References are available upon request**