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| PERSONAL INFORMATION | Zhibek |
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| IMG_3633 |  |
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| [Zhibek.371955@2freemail.com](mailto:Zhibek.371955@2freemail.com) |

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| WORK EXPERIENCE |  |

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| 02/2017–Present | Manager |
| "Logos Development Centre”, Bishkek (Kyrgyzstan) |
| -providing help and advice to customers to select educational institute  -communicating courteously with customers by telephone, email, letter and face to face  -issuing refunds or compensation to customers;  -producing written information for customers, often involving use of computer packages/software  -assisting, giving advice clients in finding universities, colleges they are looking for.  -being responsible for processing cash and card payments.  -answering queries from customers.  -reporting discrepancies and problems to the supervisor.  -responsible dealing with customer complaints.  -VISA support |

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| 09/2015–01/2017 | Travel agent |
| "Eltur" touristic agency, Bishkek (Kyrgyzstan) |
| -providing help and advice to customers to select a tour, tickets  -communicating courteously with customers by telephone, email, letter and face to face  -issuing refunds or compensation to customers;  -analysing statistics or other data to determine the level of customer service the organisation is providing  -producing written information for customers, often involving use of computer packages/software  -assisting, giving advice clients in finding the tours they are looking for.  -being responsible for processing cash and card payments.  -answering queries from customers.  -reporting discrepancies and problems to the supervisor.  -responsible dealing with customer complaints. |

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| 07/2015–09/2015 | Technical Director's assistant |
| "Vostokelektro" closed joint-stock company, Naryn (Kyrgyzstan) |
| -assisting director and other managerial staff.  -delegating duties such as typing, copying, and scanning.  -creating schedules.  -ensuring performance goals are met and set.  -fulfil duties delegated by director.  -attend and preside over meetings.  -creating presentations for meetings. |

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| 02/2015–06/2015 | Teacher, office manager |
| High Time international English centre, Bishkek (Kyrgyzstan) |
| -teaching English, Russian languages  -computer training  -answer incoming calls, customers' reception  -preparing lesson plans  -evaluating student progress  -encouraging students  -acting as teacher–advisors for students  -maintaining discipline in the classroom |

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| 08/2014–08/2014 | Intern |
| The Central Bank of Turkey, Ankara (Turkey) |
| -familiarization with various bank departments such as monetary policy, foreign exchange reserve management​​, foreign exchange and banknotes market, treasury operations  -welcoming guests and clients by greeting them, in person or on the telephone  -answering or directing inquiries  -preparing reports by collecting and analysing information  - providing support for our clients by correcting their document's mistakes and guiding them through all the procedures |

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| 06/2014–07/2014 | Promoter, researcher, presentator of start-up |
| Ltd MobiMart in project "kuppi.kg", Bishkek (Kyrgyzstan) |
| -promoting the new mobile application "moika.kg"  -concluding agreements with partners  -​interviewing potential customers​  -investigating the aimed market  -making up a business plan  -planning financial part​ |

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| 06/2014–07/2014 | Cashier - operator |
| "Winner" bookmaker club, Bishkek (Kyrgyzstan) |
| -operating a cash register​​  -collecting payments by accepting cash, check, or charge payments from customers  -making change for cash customers​  -providing pricing information by answering questions  -maintaining safe and clean working environment by complying with procedures, rules, and regulations​  -accepting bets  -consulting customers about games, winning and losing​ possibilities |

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| 06/2012–08/2012 | Waiter |
| "Istanbul" cafe, Bishkek (Kyrgyzstan) |
| -greeting customers and seating them according to their preference  -taking orders and provide information about menu items  -suggesting menu items when requested by the customer  -serving meals and side dishes  -keeping a constant eye on the table to gauge needs and fulfilling them immediately  -accepting payment.​​​ |

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| 06/2011–08/2011 | Sales assistant |
| Stationery shop, Naryn (Kyrgyzstan) |
| -sale goods company,  -advising clients in the selection of goods  -providing the buyer at the buyer's request, risk and cost, every assistance in obtaining any license, authorization or documentation for export of the goods  -welcoming and advising customers  -handling payments  -arranging ordering and delivery  -receiving deliveries from suppliers  -keeping the shop floor clean and tidy |

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| EDUCATION AND TRAINING |  |

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| 05/07/2015–15/07/2015 | Certificate in "Entrepreneur" project |  |
| Local Committee AIESEC, Bishkek (Kyrgyzstan) | |

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| 06/2010–06/2015 | Bachelor of Science in Management |  |
| Kyrgyzstan-Turkey Manas university, Bishkek (Kyrgyzstan) | |

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| 05/2015–05/2015 | Certificate in Learning English Language |  |
| English Zone, Bishkek (Kyrgyzstan) | |

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| 09/2015–10/2015 | Certificate in preparation for TOEFL PBT |  |
| TOEFL Centre, Bishkek (Kyrgyzstan) | |

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| 10/06/2014–20/06/2014 | Certificate in Learning to trade in Financial markets |  |
| Teletrade, Bishkek (Kyrgyzstan) | |

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| 09/2011–05/2012 | Certificate in Learning English Language |  |
| American Courses, Bishkek (Kyrgyzstan) | |

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| 12/2008–05/2009 | Certificate in Learning of Law, Human's Law and Democracy |  |
| Kyrgyz-Russian Slavic university, Bishkek (Kyrgyzstan) | |

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Kyrgyz | |
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| Other language(s) |
|  | Turkish |
|  | Russian | |
|  | English | |

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| Communication skills | - confident communication skills as demonstrated by presentations at university, on projects  - friendly and open-minded as demonstrated in team works on projects  - tolerant and flexible to different situation |

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| Organisational / managerial skills | - good planning and organisational skills  - problem solving skills  - responsible for execution any works, tasks  - adaptability |