
Assel Ziyatbekova

Female, 29.10.1997

Address: Sekerhane district, Fatih street, no 5d, Alanya, Antalya, Turkey 07400

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Citizenship: Kazakhstan

SKILLS

- Excellent communication skills
- Can think creatively and innovatively
- Self-Management & Self-Motivation
- Proficiency in translation
- Copywriting
- Have editing and proofreading experience
- Data entry
- Proven customer support experience

LANGUAGES

- **RUSSIAN(NATIVE)**
- **KAZAKH(NATIVE)**
- **TURKISH(FLUENT)**
- **ENGLISH(FLUENT)**

WORK EXPERIENCE

LONICERA HOTELS, Alanya – *Receptionist*

March 2019 – October 2020

- Receiving visitors at the front desk by welcoming, directing and announcing them appropriately
- Receiving and sorting daily mail
- Directing visitors by maintaining employee and department directories
- Contributing to team effort by accomplishing related results as needed
- Maintain the general office filing system

SABEY GROUP, Alanya – *Customer Service Manager*

January 2021 – Present

- Communicate courteously with customers by telephone, email, letter and face-to-face
- Generating sales leads, building sustainable relationships where necessary
- Managing customers' accounts
- Reporting back on results
- Prepare product or service reports by collecting and analyzing customer information

Kazakhstan, Turkey – *Freelance English to Russian, English to Turkish Translator*

January 2016 – Present

- Successfully translated over 300 projects, including web content, documents, manual instructions and mails.

EDUCATION

Taraz State Pedagogical University – *BA*

September 2015 – July 2019

Foreign languages: English Language