



RAHIDA YAQUBOVA

*Airline Operations & Customer
Service Specialist*

ABOUT ME

Results-oriented customer service and airline operations professional with experience in call center, reservation, ticketing, and back-office coordination at Turkish Airlines. Skilled in handling high-volume workloads, resolving complex customer cases, and maintaining service quality under pressure. Strong communication, problem-solving, and organizational skills with the ability to adapt quickly in dynamic environments. Committed to continuous professional growth and delivering operational excellence.

CONTACT ME



(+994) 70 412 0101



rahidayaqubova@gmail.com



Bakı Şəhəri Nizami
rayonu Məmmədli
Şərifli küçəsi 84.
Mənzil 1

➤ EDUCATION

WESTERN CASPIAN UNIVERSITY

*Bachelor's Degree in Translation
(English & German)*
2019-2023

➤ LANGUAGE

- Azerbaijani – Native
- English – Advanced
- German – Beginner
- Russian – Beginner

➤ COMPUTER SKILLS

WORD
EXCEL
POWER POINT
Airline Reservation & Ticketing Systems

➤ VOLUNTEER AND WORK EXPERIENCES

- **Western Caspian University**
Volunteer – Various Departments
- **Institute of Education of the Republic of Azerbaijan**
Volunteer – Center for Methodological Support and Professional Development
- **Washington English Academy**
Receptionist
- **Turkish Airlines**
Call Center & Back Office Operations
Reservation and ticketing department
September 2023 – 2026
- **A+ Travel Company**
Reservation Agent