
Ibrahim Aliyev

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 Baku - Azerbaijan

EDUCATION/ CERTIFICATIONS

CLOSE PROTECTION COURSE

Republic of Azerbaijan

June 2024 - July 2024

SECURITY SERVICE OF THE PRESIDENT

Republic of Azerbaijan

Feb 2022 - March 2022

HIGH SCHOOL DEGREE

282 School

2009 - 2020

SKILLS

- Customer Service
- Conflict Resolution
- Public Relations
- Communication & Negotiation
- Adaptability
- Team Player
- Time Management
- Problem Solving

PROFILE STATEMENT

Dedicated and customer-oriented professional with experience in public service, customer support, and conflict resolution. Experienced in assisting citizens, handling complex inquiries, and resolving sensitive issues in high pressure environments. Strong communication, problem solving, and interpersonal skills with a passion for delivering high quality service.

WORK EXPERIENCE

State Agency - Protection of Strategic Facilities

CUSTOMER RELATIONS SPECIALIST

- Ensure the safety and security of the administrative building, employees, and visitors.
- Monitor access control and verify the identity of visitors entering the facility.
- Assist citizens with inquiries and direct them to the appropriate departments.
- Handle complaints and communicate professionally with individuals in stressful situations.
- De-escalate conflicts and maintain order in accordance with agency procedures.
- Respond promptly to security incidents and emergencies.
- Conduct regular security patrols and monitor surveillance systems.
- Prepare incident reports and maintain accurate security records.
- Collaborate with administrative staff and law enforcement when necessary.
- Ensure compliance with security protocols and organizational policies

ASAN Xidmet

CITIZEN SUPPORT SPECIALIST

- Started as an ASAN Volunteer.
- Later joined the Citizen Assistance Department, supporting citizens experiencing service-related problems.
- Guided citizens through procedures and documentation requirements.
- Helped resolve complaints and ensured a positive customer experience.
- Worked directly with the public in a fast-paced government service environment.