



KEMAL SENOVALI

GET IN CONTACT

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<https://avilaweb.github.io/Kemal.github.io/>

PERSONAL PROFILE

Dedicated customer service professional with 10 years experience in a fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction.

LANGUAGES

- English – Fluent
- Russian – Fluent
- Bulgarian – Native
- German – Beginner
- Turkish – Fluent

WORK EXPERIENCE

CCC DIGITAL GMBH – ESSEN (JUL 2018 – AUGUST 2020)

- Content Moderator

Understanding client policies and guidelines, and making decisions based on them.

RUSCKOVETZ RESORT – 2777 DOBRINISCHTE (JAN 2017 – JUL 2018)

- Customer Service Manager

Helping to build good customer relations Recruiting staff and doing appraisals Arranging staff meetings.

KFC, LONDON (Jan 2014 – Jan 2017)

- Customer Service Asst. Manager

Delivering a comprehensive service to enquiring customers Managing a large number of incoming calls and emails

Hotel Melin – Tutrakan– Bulgaria (Jan 2012 – Jan 2014)

- Assistant Front Office Manager

Managing and motivating the Front Office team in order to provide a high standard of service for customers.

Four Points by Sheraton – Auckland – New Zealand (Jan 2010 – Jan 2012)

- Room Service Supervisor

Supervising Room Service and Coffee Shop team and operational duties during Manager's absence.

HOTEL METROPOL , PRIMORSKO , BULGARIA (JAN 2006 – JAN 2010)

- Front Office Supervisor

Providing outstanding services and ensuring customer satisfaction.

Addressing customer concerns and complaints promptly and professionally.

Safir Fintas Hotel – Kuwait

- Room Service Supervisor

Receiving orders via telephone and delivering food and beverage directly to guests' rooms Supervising Room Service and Coffee Shop team and operational duties during Manager's absence.

EDUCATION

- BACHELOR IN ECONOMY (MARKETING)