



Jalilov Bakhodir Khamzaevich

Male, 29 years, born on 9 May 1997

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Reside in: Bukhara

Citizenship: Uzbekistan

Available for remote work, not ready for business trips

Desired position and salary

Customer Support Specialist / Sales Manager

800 \$ in hand

Specializations:

- Call center operator, contact center specialist
- Dispatcher
- Sales department coordinator
- Sales representative

Employment type: full time, part time, project work/one-time assignment, volunteering, work placement

Work format: remote

Desired travel time to work: any

Work experience — 8 years 11 months

August 2023 —
May 2026
2 years 10 months

Appliance Repair (HVAC) USA

USA

Electronics, Tool Engineering, Household Appliances, Computers and Office Equipment

- Household Appliances, Electronics, Climate Control Equipment (Assembly, Maintenance, Repair)

Sales Manager / Dispatcher

- Handled inbound customer calls, identified service needs, and scheduled appointments.
- Coordinated technician schedules based on availability, location, and job priority.
- Managed customer records, job details, and appointment updates in Housecall Pro and Workiz.
- Collected accurate information regarding appliance and HVAC issues from customers.
- Assisted technicians with customer communication and appointment-related concerns.
- Maintained complete and accurate service documentation and database records.

January 2020 —
July 2023
3 years 7 months

BMB CORPORATION

Tashkent

Transportation, Logistics, Warehousing, International Logistics

- International Logistics, Customs Clearance
- Transport and Logistics Systems, Ports (Air, Water, Railway)

Logistics Coordinator

- Coordinated daily pickup and delivery schedules with customers and drivers.
- Provided timely updates and resolved scheduling, delivery, and service-related issues.
- Maintained accurate customer, driver, and shipment records in company systems.
- Managed high-volume calls and messages while ensuring clear communication.
- Prepared operational reports and supported efficient route planning.

June 2017 —
November 2019
2 years 6 months

Caravan Hotel Plaza LLC

Bukhara

Business Services

- Travel Logistics and Booking Services

Operations Specialist

- Assisted customers with enquiries, requests, and service-related concerns.
- Coordinated daily operations and communication between internal departments.
- Resolved complaints professionally and ensured a positive customer experience.
- Maintained accurate customer records, reports, and operational documentation.
- Supported service improvement, customer retention, and overall operational efficiency.

Education

Master

2023
Master

Bukhara State University

Faculty of English philology, ESP Teacher

2020
Master

Bukhara State University

Faculty of English philology, English Philology

Professional development, courses

2024

Customer Support and Communication Skills

State Center of Business Communication, American business communication etiquette

Tests, examinations

2025

IELTS

British Council, English language

Skills

Languages

Uzbek — Native

English — C1 — Advanced

Russian — C1 — Advanced

Tajik — C1 — Advanced

Skills

Google Docs MS Excel MS Word Photo Adobe Photoshop Video Editing

Business English English Business communication Team management

Customer Support

Driving experience

Own car

Driver's license category B

Further information

About me

My name is Bahodir, and I have 9 years of experience across various areas of business, including customer service and support.

I have hands-on experience working in customer support for the U.S. market, which has helped me develop strong communication skills and a deep understanding of customer needs and expectations.

I am always striving for excellence and eager to learn new things.

Over the years, I have developed a wide range of skills that help me successfully tackle complex challenges.

I also consistently aim to bring positive change to my work and team, making our collective efforts more productive and effective.