

# Noah Aliyev

## Customer Service Professional

Dallas · Texas · US

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## Summary

Energetic customer service professional with over six years of experience in retail, hospitality, and facilities support. Known for dependable attendance, strong interpersonal communication, and a knack for keeping daily operations running smoothly. Seeking a role where organizational abilities and a “hands-on” work ethic can contribute to team goals and client satisfaction.

## Experience

### Urban Outfitters

Customer Service Associate | 01 Feb 2022 – 01 Oct 2023

- Assisted an average of 120 customers per shift with sales inquiries, returns, and product recommendations.
- Managed cash drawer, performed end-of-day reconciliation with < 0.5 % discrepancy.
- Trained two new hires on POS operation and store layout.
- Maintained visual merchandising standards; contributed ideas for seasonal displays.

### Dallas Community College

Shift Lead – Food Service (Cafeteria) | 01 Jun 2020 – 01 Jan 2022

- Supervised a team of 5–7 student workers during peak lunch periods.
- Coordinated daily inventory ordering with local vendors; tracked usage to reduce waste by ~7 %.
- Ensured compliance with health code regulations; passed all internal audits.
- Handled schedule rotations and conflict mediation among staff.

### Grand Heritage Hotel

Front Desk Receptionist | 01 Mar 2018 – 01 May 2020

- Greeted and checked-in guests, handling up to 200 reservations per weekend.
- Processed billing, managed room allocation software, and resolved booking discrepancies.
- Assisted in event planning logistics for small conferences and banquets (catering coordination, room setup).
- Maintained a guest feedback log and reported recurring issues to management.

### Best Buy

Retail Assistant (Seasonal) | 01 Nov 2016 – 01 Feb 2018

- Provided product demos for consumer electronics; answered technical questions (basic troubleshooting).
- Conducted inventory counts and restocked shelves during high-traffic holiday periods.
- Recognized for “Outstanding Customer Service” during the 2017 holiday season.

## Education & Training

### Associate of Applied Science, Hospitality Management

Dallas County Community College  
– 01 May 2014

### Certificate, Food Safety & Sanitation

Texas Food Safety Council  
– 01 Jan 2021

## Skills

Customer■Facing, Operations & Logistics,  
Technical, Soft Skills, Additional skills

## Languages

### English | – Present

Fluent

### Azerbaijani | – Present

Native speaker

### Russian | – Present

Conversational

## Certifications

### Food Safety Manager Certificate | 2021-01-01

Texas Food Safety Council

### CPR & First■Aid (Basic) | 2020-01-01

American Heart Association

## Awards

### Sales Boost | 2023-06-01

Urban Outfitters

Sales Boost: Contributed to a 12 % increase in quarterly sales at Urban Outfitters by implementing a “quick■fit” recommendation system for busy shoppers.

### Employee of the Month | 2019-07-01

Grand Heritage Hotel

Efficiency Award: Received “Employee of the Month” (July 2019) at Grand Heritage Hotel for reducing check■in wait times by 20 % through revised front■desk procedures.

## Interests

Hiking, photography (landscape), community theater, cooking international cuisines | – Present

## References

### References

Available upon request.