



# MUNKHTUYA

## Call Center Operator


### About Me

Motivated and responsible individual seeking a position as a Call Center Operator. I have a basic to intermediate level of English (IELTS 6.5), strong listening skills, and a customer-focused attitude. I am a quick learner, eager to grow professionally, and confident in my ability to handle tasks with care and accuracy. I feel more comfortable speaking in Mongolian but can understand English well.

### Contact

 80818758

 munhtuya0720t@gmail.com

 1st Khoroo, Sukhbaatar District,  
Ulaanbaatar, Mongolia

### Skills

- Customer Service
- Active Listening
- Microsoft Word & Excel
- Call Handling
- Problem Solving
- Fast Learner
- Teamwork

### Language

- English –  
Intermediate  
(IELTS 6.5)
- Korean – Basic

### Education

**(2021-2024)**

**THE LABORATORY HIGH SCHOOL  
OF YOUNG INVENTORS**

3.7

**(2024-ongoing)**

**MONGOLIAN UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

3.5 Major: Aviation  
Mechanical Engineering

### Professional Experience

**(2020 -2023)**

**RETAIL SALES ASSOCIATE(SEASONAL)**

Supermarket (Family-owned)

- Worked during summer breaks for 3 consecutive years as a sales assistant.
- Assisted customers with purchases and maintained product display.
- Handled basic cash register operations and inventory checks.
- Gained strong communication and multitasking skills in a fast-paced environment.

**(2023-2023)**

**SALES ASSOCIATE**

Fantasy store

- Provided customer service and product information in a busy retail setting.
- Contributed to a clean and organized shopping environment.
- Handled POS transactions, restocking, and day-to-day sales tasks.
- Developed problem-solving skills and improved product knowledge.