AZIZ ILKHOMOV

Tashkent, Uzbekistan
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EDUCATION

University of Reading 2023 – 2024
Major: Foundation Degree

British Management University 2023 – 2027
Major: BSc Banking and Finance, Tashkent, Uzbekistan

Queen Margaret University 2024 – 2027
Major: BSc Banking and Finance, Tashkent, Uzbekistan (Dual Degree)
Capstone (in progress): Integrating Green Finance and ESG Standards into Credit Risk Assessment: A Comparative Analysis of Commercial Banks in Uzbekistan
Relevant Modules (QMU-accredited):

- Financial Accounting F3 (preparing financial statements, journal entries, reconciliations, compliance with IFRS)
- Management Accounting F2 (cost classification, job and process costing, cost-volume-profit analysis)
- Introduction to Financial Markets and Institutions (stock and bond valuation, capital budgeting, investment analysis)
- Banks and Other Financial Intermediaries (role of banks in the economy, financial intermediation, central banking, regulatory frameworks, risk management)
- Business and Technology F1 (business environment, organizational structures, ethics)
- Microeconomics & Macroeconomics (fundamental economic principles, policy frameworks)

EXPERIENCE

Exely April 2026 – present
Support Manager

- Provide technical support to hotels on Exely's PMS, channel manager and website builder.
- Deliver onboarding training for new hotel clients so they can launch and use the platform smoothly.

Wolt Texnologiyalari August 2025 – March 2026
Content Specialist

- Created and maintained internal support content used daily by Support Associates to resolve customer issues efficiently.
- Localised, wrote and updated country-specific support guidelines and workflows for Uzbekistan.
- Managed support knowledge base content, ensuring accuracy, clarity and alignment with global standards.

Wolt Texnologiyalari July 2024 – August 2025
Support Associate

- Delivered real-time support via live chat and phone to customers, partner venues and delivery couriers, ensuring smooth order flow and satisfaction.
- Resolved a high volume of inquiries efficiently, maintaining high customer satisfaction ratings and adhering to strict SLAs.

Heston Airlines January 2024 – May 2024
Cabin Crew
- Anticipated passenger needs and provided personalized service during flights.
- Applied first aid procedures and medical protocols to respond promptly and effectively to passenger medical emergencies.
- Used conflict resolution techniques to manage challenging situations and maintain a positive cabin environment.
- Developed a strong understanding of aviation regulations and compliance standards, contributing to a safe and secure travel environment.

Red Rock August 2023 – October 2023
Sales Representative
- Developed excellent verbal communication skills through daily work with clients.
- Strengthened problem-solving skills and technical knowledge of the product, business and industry.

Osiyo Bilim English Learning Center January 2023 – May 2023
Academic Support and Teacher
- Taught and supported groups of students, developing a deep understanding of working with people.
- Collaborated with staff to cover colleagues' absences and keep classes running smoothly.
- Developed strong leadership and public speaking skills.

SKILLS & CERTIFICATIONS

Languages
- Uzbek – Native
- Russian – C2
- English – C1 (IELTS 7.0)

Tools
- Microsoft Excel, Word, PowerPoint
- Hotel PMS and channel manager software

Aviation certificates (Heston Airlines, 2024)
- EASA Cabin Crew Attestation
- Fatigue and Risk Management – FRM (EASA)
- Civil Aviation Security Training
- Dangerous Goods Training
- Safety Awareness
- Medical Aspects and First Aid Training