**08.2016 - 09.2016**

**01.2017 - 03.2017**

**ZAHRA**

***14 January 1992***

**zahra.380174@2freemail.com**

 **Nationality: Azerbaijani**

* **Single**

**LANGUAGE AND COMPUTER SKILLS**

**English**

**Persian**

**Turkish**

**Russian**

**Arabic**

**German**

**Microsoft Office**

**(Word, Excel, Power Point, Outlook)**

**Microsoft Windows XP/7/8**

**Photoshop**

**JOB-RELATED SKILLS**

 **Multi-tasking**

 **Self-improvement**

 **Adaptable in changing environment**

 **Analytical**

**EDUCATION**

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| **AZERBAIJAN TOURISM AND MANAGEMENT UNIVERSITY** | **2016 - 2017** |
| Formally qualified Tour Manager and Tour Guide by the Ministry of Culture |  |
| and Tourism of the Republic of Azerbaijan |  |
| **INTERNATIONAL FERDOWSI UNIVERSITY OF MASHHAD** | **2014 - 2016** |
| **“**Economics and Administrative Sciences” |  |

Major: **Executive Master of Business Administration -** **MBA**

Thesis: “Investigating the impact of top management role on performance of Baku banks through entrepreneurial orientation with the role of national culture”

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| **AZERBAIJAN STATE OIL ACADEMY** | **2009 - 2013** |
| **“**Manufacturing Processes Automation” |  |
| Major: **Bachelor of Economics (English-based program)** |  |
| Joint Program of Azerbaijan State Oil Academy and Siegen University of |  |
| Germany in partnership program “Bachelor of Emerging Technologies”; |  |

**WORK EXPERIENCE**

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| **TEK TOURISM LLC (AZERBAIJAN)** | **07.2017 - 03.2018** |

"HEAD OF INBOUND TOURISM DEPARTMENT"

Identification of new business opportunities; Training Tour Managers and newly hired team members; MICE - Organizing business travels; Dealing with travel agencies; accepting and forwarding tourists; Diagnose the clients’ specifications and wishes and suggest suitable travel packages or services; Use promotional techniques and prepare

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| promotional materials to sell itinerary tour packages; Handle unforeseen problems and |  |
| complaints and determine eligibility for money returns; Cooperation with other |  |
| departments; Keep up to date with developments in the travel industry and etc. |  |
| **“TURIZM.AZ” GROUP OF TRAVEL COMPANIES** | **03.2017- 06.2017** |  |
|  |  |
| “TRAVEL CONSULTANT” |  |  |
| Arrange flights, insurance and accommodation; Visa processing; Schedule |  |  |
| trips and prepare travel itineraries for clients; Establish and maintain solid |  |  |
| client relationships; Deal with booking and reservations as necessary, |  |  |
| process invoices and etc. |  |  |

\* Represented the company at “**ATM 2017**” International Tourism Fair in Dubai, UAE

**“BANK MELLI IRAN” BAKU BRANCH** “CUSTOMER SERVICE REPRESENTATIVE” INTERN

Answer phones in a professional manner assisting customers with requests; Provide information requested, investigate issues and determine resolution;

Maintain a computer database of all filed documentation that ensures fast retrieval of documents

**QAFQAZ BAKU SPORT HOTEL 5 STAR**

"Accommodation Coordinator & Help-desk team leader" during 42nd BAKU WORLD CHESS OLYMPIAD

Handling staff turnover; Communicating with reception to coordinate and plan the accommodation of chess players; offering excellent customer service and resolving customer complaints; Control of "Help Desk" and etc.

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| **MINA GLASS CO (I.R.IRAN)** | **03.2016 - 07.2016** |

“INTERNATIONAL SALES & MARKETING MANAGER”

Maintain efficient relationship with all international customers; Communicate with clients, affiliate networks and affiliate partners;

\* Represented the company at **“World Food 2016”** International Exhibition

**Customer-oriented**

**Business acumen**

**Teamwork**

**Logical thinking**

**Responsible**

**Sociable**

**Punctual**

**Patient**

 **Driving License**

 **UAE Visit Visa**

**Valid till July, 2018**

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| **"ARME NO" IRANIAN CONSTRUCTION COMPANY (AZERBAIJAN)** | **06.2015 - 10.2015** |



“EXECUTIVE ASSISTANT”

Provide executive level support for the CEO and work as a representative of the CEO office with high level secretarial, administration and business support; Coordinate operations, preparing and producing documents; Create reports, analyse and interpret data, handle incoming mails, faxes, telephone calls and etc.

“MULTILINGUAL INTERPRETER”

Attend conferences and meetings as an interpreter to mediate discussions in several languages; Interpreted and translated all information in target language in an accurate manner; Review and translat documents, forms and technical materials in both languages and etc.

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|  | **CERTIFICATES & TRAINING COURSES** |  |
| Trainings held in “Istanbul Business Camp” related to Neuromarketing, | **2017** |
| Startup Entrepreneurship Training, Human Resources Management and etc. |  |
| at Istanbul Aydin University, Yeditepe University, Uskudar University, Ozyegin |  |
| University, MEF University. |  |
| Certificate of Achievement at “Spring School of Finance” by Honours Academy – | **2017** |
| Institute of Finance and Business Management in Modules of Business Finance, |  |
| Islamic Finance, Financial Management and etc. |  |
| Certificate Course in Tourism Management by “Gulf Education & Consulting” | **2017** |
| Tour Guide License / Accreditation | **2017** |
| Certificate of Appreciation at "42nd Baku World Chess Olympiad" by the president of | **2016** |
| FIDE |  |  |
| Trainings in “Budapest Business Program” related to Project Management, | **2016** |
| Digital Marketing Management and Leadership at Microsoft, IBS University, |  |
| Corvinus Univeristy, European Comission Society. |  |
| Certificate of Excellence Training Center in Banking & Finance Training Course | **2015** |
| Certificate of World Hope International Organization in Teaching “General English" | **2015** |
| Global English Certificate of English Language Centre in Teaching “Business English” | **2014** |
| Certificate of AL-AZHAR Language School in Teaching “Arabic” Language | **2014** |
| Certificate of Esperanto Foreign Languages Centre in Teaching “Persian” Language | **2014** |
| Certificate of Casper Foreign Languages & Computer Course in “MS Office Suit” | **2014** |

**REFERENCES**

References are available upon request