

PERSONAL INFORMATION

Ali Aliyev



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Sex Male | Date of birth 24/07/1995 | Nationality Azerbaijani

PREFERRED JOB

Seeking to obtain a rewarding and challenging position with a growth-oriented company that promotes a team environment and reaching the highest possible standards

WORK EXPERIENCE

02/2014-09/2014

Marketing Department

Khazar Balig MMC

To be fully aware of the department's Standard Operating Procedures
To pass on all complaints/comments received from customers/clients regarding
Collect guest feedback both online and actual. Forward to concerned department
for actions to be taken

09/2014-09/2015

Receptionist

Hale Kai Hotel (Swan LLC), Baku (Azerbaijan)

Ensure an efficient reception experience for Guests, including check in/out, and complete audit
procedures, as required

Ensure that both the Front Office Manager and Reception Supervisors are kept fully aware of any
relevant feedback from guests and, or, other departments

Demonstrate a high level of customer service at all times

Attend appropriate training courses, when required, and assist with the Night Team's training and
development efforts

Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other
general product knowledge necessary to perform daily duties

01/2015-10/2015

Receptionist

Sapphire Hotels Group(Sapphire Inn Hotel), Baku (Azerbaijan)

Greet, check in and settle guest accounts while ensuring all service standards are followed Assist
guests regarding hotel facilities in an informative and helpful way

Follow department policies, procedures and service standards Follow all safety policies

10/2015-03/2016

Front Office Manager

Sapphire Hotel Baku, baku (Azerbaijan)

- Train, supervise and support office staff, including receptionists, security guards and call center agents
- Schedule shifts
- Ensure timely and accurate customer service
- Handle complaints and specific customers requests
- Troubleshoot emergencies
- Monitor stock and order office supplies

- Ensure proper mail distribution
- Prepare and monitor office budget
- Keep updated records of office expenses and costs
- Ensure company's policies and security requirements are met

03/2016–09/2017 **Administrative Manager**

Sapphire Marine Hotel

EDUCATION AND TRAINING

2012–2016 **Bachelor**

Azerbaijan State University of Economics, Baku (Azerbaijan)

2016–2018 **Master**

Azerbaijan State University of Economics, Baku (Azerbaijan)

PERSONAL SKILLS

Mother tongue(s) Azerbaijani

Other language(s)

| | UNDERSTANDING | | SPEAKING | | WRITING |
|---------|---------------|---------|--------------------|-------------------|---------|
| | Listening | Reading | Spoken interaction | Spoken production | |
| English | C2 | C2 | C1 | C1 | C1 |
| Turkish | C2 | C2 | C2 | C2 | C1 |
| Russian | C2 | C2 | C2 | C2 | C2 |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

Clarity and Concision.
Confidence
Excellent written and verbal communication skills.

Organizational/managerial skills

- Delegation
- Goal setting and meeting goals
- Decision making
- Managing appointments
- Team management
- Project management
- Making schedules
- Coordinating events
- Problem solving
- Productivity
- Teamwork
- Team leadership
- Multitasking
- Strategic thinking

- Implementing strategy

Digital skills

| SELF-ASSESSMENT | | | | |
|------------------------|-----------------|------------------|--------|-----------------|
| Information processing | Communication | Content creation | Safety | Problem solving |
| Proficient user | Proficient user | | | Proficient user |

Digital skills - Self-assessment grid

Good command of office suite.

Microsoft Office

Fidelio

IN Tour

Driving license - **B**