

Elshan Aliyev

512-20 Gatineau Drive
Thornhill, ON, L4J0L3
+1 647 880 5870
elshan.aliyev.ca@gmail.com

Professional Summary

Dynamic and results-driven Manager with 15 years of experience managing operations, leading teams, and driving growth. Demonstrated success in achieving goals, improving customer satisfaction, and ensuring efficient day-to-day activities. Known for strong leadership, effective communication, and a commitment to delivering exceptional service.

Key Skills

- Leadership & Team Management
- Sales & Profit Growth
- Customer Service Excellence
- Inventory & Merchandising
- Budgeting & Financial Management
- Employee Training & Development
- Problem-Solving & Conflict Resolution

Professional Experience**Business Manager**

Host a Luxe Property Management, Toronto, Ontario
June, 2019 – Present

- **Expanded property portfolio:** Grew from 3 to 17 properties within five years through targeted marketing and client referrals.
- **Boosted revenue per property:** Enhanced profitability by 15% through strategic rent adjustments and maintaining high occupancy rates.
- **Introduced revenue-generating services:** Added renovations, cleaning, yard maintenance, and short-term rental services, driving a 30% annual revenue increase.
- **Improved tenant satisfaction:** Raised tenant satisfaction scores by 30% through proactive feedback collection and responsive service.
- **Optimized operational efficiency:** Adopted property management software, reducing administrative tasks by 70% and automating lease, maintenance, and payment tracking.
- **Ensured strong cash flow:** Maintained occupancy rates above 85% and effectively managed reservation processes.
- **Increased property visibility:** Enhanced online presence, driving higher occupancy and rental inquiries.
- **Built strategic vendor relationships:** Secured cost savings and priority service through long-term partnerships with local contractors.
- **Enhanced property value:** Consistently updated property interiors and exteriors, increasing property values and rental rates.

International Procurement Research Team Leader

Azersun Holding, Baku, Azerbaijan

May, 2017 – June, 2019

- **Led high-performance team:** Supervised and mentored a team of 4 analysts, increasing productivity by 35% and advancing two team members to senior roles.
- **Achieved 15% cost reduction:** Implemented alternative sourcing and contract negotiations, reducing procurement costs over 18 months.
- **Identified strategic suppliers:** Secured cost-effective suppliers in Russia, China, and other regions, maintaining quality while lowering raw material expenses.
- **Saved \$6.5M annually:** Instituted bulk purchasing agreements across business units.
- **Built strong supplier partnerships:** Established relationships with top-tier suppliers in multiple countries, ensuring competitive pricing and priority service.
- **Provided actionable insights:** Published monthly procurement reports, guiding senior management in strategic decisions.
- **Automated reporting:** Reduced manual data analysis by 30% through automation, increasing efficiency in procurement metrics tracking.
- **Fostered collaboration:** Established communication channels with finance and operations, aligning procurement with company objectives.
- **Strengthened risk management:** Developed a supplier risk assessment framework, reducing supply chain disruptions.

Sales and Customer Relations Team Leader

Access Trans MMC, Baku, Azerbaijan

December, 2013 – May, 2017

- **Built a high-performing team:** Trained and mentored 4 associates, leading to a 30% improvement in sales and operational performance.
- **Enhanced client journey and feedback:** Implemented structured client feedback and journey mapping, reducing complaints by 25% and increasing client satisfaction.
- **Optimized logistics:** Coordinated with logistics partners to achieve a 95% on-time delivery rate, boosting customer satisfaction.
- **Expanded into new markets:** Entered the polyethylene, fertilizer, and heavy machinery sectors, contributing to 30% revenue growth.
- **Increased client loyalty:** Developed a loyalty program, boosting repeat business by 40% in its first year.
- **Exceeded sales goals:** Consistently surpassed sales targets by an average of 7% through strategic lead generation.

Sales and Customer Relations Manager

Access Trans MMC, Baku, Azerbaijan

May, 2012 – November, 2013

- **Enhanced customer retention:** Developed pricing and service strategies, increasing customer retention by 50%.
- **Improved satisfaction scores:** Regular surveys and documentation accuracy checks led to a 75% increase in customer satisfaction.

- **Streamlined sales processes:** Reduced sales cycle time by 20% through process improvements and automations.
- **Secured high-value contracts:** Closed significant accounts, adding 55% to annual revenue.
- **Reduced response times:** Decreased average response time by 35% via CRM optimizations.

Store Manager

Kenan Market MMC, Baku, Azerbaijan

February, 2010 – April, 2012

- **Led team to improve customer service:** Directed a team of 2 employees, focusing on service standards, sales improvement, and training.
- **Increased sales by 20%:** Leveraged merchandising and promotions to drive revenue growth.
- **Reduced waste:** Cut product loss by 30% through improved inventory management.
- **Improved profitability:** Analyzed financials to control expenses and maximize profit margins.

Store Sales Manager

Ruslan Mini Market MMC, Baku, Azerbaijan

June, 2009 – January, 2010

- **Supported daily operations:** Contributed to sales, marketing, and customer service, achieving a 10% increase in sales.
- **Trained staff on store standards:** Coached new hires on policies and customer care, maintaining high performance.
- **Organized inventory:** Collaborated with team to ensure inventory and merchandising alignment.

Education

Master's Degree, Master of Science in Business Management

Otto-von-Guericke University Magdeburg, Magdeburg, Germany

May, 2009

Bachelor's Degree, Economics and management of production and service fields

Azerbaijan State Economics University, Baku, Azerbaijan

May, 2007

Certifications & Training

- Incoterms 2010
- ISO 9001 Quality Management System
- Transport logistics, Organization of international cargo transportation