



Rashad Ahmedov

EDUCATION

2019 - 2023

Azerbaijan Technical University

Information Technology (IT)
(Bachelor's Degree)

SKILLS

- Quick decision-making and prioritization.
- Experience in multitasking environments.
- Business communication and teamwork skills.
- Customer experience analysis and improvement.
- Flexibility and adaptability.

CONTACT



+994 50 415 99 90



rashad.akhmedov688r@gmail.com



Alif Hacıyev Street, 5. Nizami, Baku.

PERSONAL PROFILE

Experienced in group accommodation management and sales, with a track record of improving customer service and business efficiency.

Responsible, communicative, and results-driven. Excel in teamwork, build strong connections, and stay committed to professional growth.

EXPERIENCE

January 2024 – Present

Sea Breeze Resort (Seaya)
Room Division Coordinator

Guest Check-in Coordination:

- Overseeing the entire check-in process, from booking confirmation to key handover.
- Communicating with all reception desks at Sea Breeze Resort to ensure smooth coordination and real-time information exchange.
- Inspecting room readiness and ensuring seamless guest arrivals.

Reservation Management:

- Handling and managing all hotel reservation processes.
- Monitoring bookings and maintaining internal reports.
- Coordinating with various departments, including reception, luggage services, and other guest-related services.

Rashad Ahmedov



+994 50 415 99 90



rashad.akhmedov688r@gmail.com



Alif Hacıyev Street, 5. Nizami, Baku.

January 2024 – Present

Sea Breeze Resort (Seaya)

Room Division Supervisor

Accommodation Oversight:

- Addressing guest concerns, including technical issues and stay-related inquiries.
- Analyzing guest feedback and resolving operational inefficiencies.
- Managing conflict resolution while balancing guest satisfaction and company interests.
- Providing prompt solutions to any issues arising during the guest's stay.

Guest Support Services:

- Providing 24/7 communication with guests via phone, messaging apps, or in person.
- Informing guests about available services, policies, and resort amenities.
- Handling guest reviews to continuously improve customer experience.
-

Team & Partner Coordination:

- Collaborating with service providers (housekeeping, maintenance, etc.).
- Maintaining internal reports on guest feedback and service requests.
- Ensuring a high level of service in line with company standards.

January 2021 – June 2022

Gold Naftalan

Reservation Coordinator

- Processed booking requests: received and confirmed client reservations via phone, email, or online platforms.
- Coordinated group and individual check-ins: organized arrivals and accommodations based on client requirements.
- Provided customer service: offered information on accommodation conditions, services, and special offers.

January 2019 – December 2020

Garabag Resort & SPA

Receptionist

- Welcomed guests and handled check-in/check-out procedures.
- Assisted with inquiries, reservations, and service requests.

EXPERIENCE