

PERSONAL INFORMATION

Joshgun Ibrahimzade



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Sex Male | Date of birth 30/05/1994 | Nationality Azerbaijani

WORK EXPERIENCE

Jun 2018–Jan 2019

Receptionist

Caspian Business Hotel, Baku (Azerbaijan)

- Welcome guests to the hotel in a polite, friendly and helpful manner.
- Deal with late arrivals and assisting with early check-outs.
- Check out departing guests using the hotel's accounting system.
- Take payment from guests in the form of cash or credit cards.
- Answer telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests should they have any queries
- Arrange for brief tours of the hotels rooms and facilities.
- Deal with and resolve customer complaints.
- Check function sheets

May 2017–Jun 2017

Practice in the bar restaurant for MBA degree

Hotel & Spa Ferrer Janeiro, Palma de Mallorca (Spain)

Event management intern

- Develop, organise, plan and promote a range of small-scale events.
- Review locations where the event is to be held.
- Create promotional material for the event & distribute it to the target audience.
- Arrange security and advise on health and safety issues.

Mar 2015–Jun 2015

Operations manager

Business Insight International Research Group, Baku (Azerbaijan)

- Preparing questionnaires;
- Organizing training for new employees;
- Checking written questionnaires.;
- Data analyse with IBM SPSS...

Mar 2013–Apr 2013

Intern

The Ministry of Culture and Tourism of Republic of Azerbaijan, Baku (Azerbaijan)

- Internship in accounting department. During internship period I have done:
- Calculation of taxes;
- Calculation of employers wages;
- Registration of Assets ...

EDUCATION AND TRAINING

Feb 2016–Nov 2017	MBA- Tourism Strategic Management Turiba University, Riga (Latvia)
15 Sep 2011–30 May 2015	Bachelor of Business Administration in Marketing Azerbaijan University, Baku (Azerbaijan)
1 Sep 2000–31 May 2011	Secondary Education School №239, Baku (Azerbaijan)
4 Dec 2014–5 Dec 2014	Training Azerbaijan Export & Investment Promotion Foundation, Baku (Azerbaijan) Local Market Research and New Product Strategy

PERSONAL SKILLS

Mother tongue(s) Azerbaijani

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Turkish	C2	C2	C2	C2	B2
English	B2	B2	B2	B2	B2
Russian	B2	B1	B2	B2	A2
French	A1	B1	A2	A2	A2

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 Ability to work in a team and project manager skills, Time management, Good communication, Easily adapting to new environment

Organisational / managerial skills During study year at university I organize travels to the villages, museums etc., for students
At work I organize seminar on SPSS for Baku Business university students

Job-related skills Critical thinking and analysing, Research and Problem solving skills ,Multi-tasking, Sales and marketing skills, Good leadership abilities

Digital skills

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

Digital skills - Self-assessment grid

MS Office, Windows, IBM SPSS, Python programming language, Internet and Social Network.

Driving licence B

