



CONTACT

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Baku, Azerbaijan

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EDUCATION

2023-2025

AZERBAIJAN STATE
UNIVERSITY OF ECONOMICS

- Master of Business Administration :
- Digital marketing

2015-2019

AZERBAIJAN UNIVERSITY OF
LANGUAGES

- Bachelor Degree :
- English teacher

SKILLS

- SAP Sales and Distribution
- SAP MDG
- SAP Fiori
- SAP CRM
- MS EXCEL
- MS WORD
- MS POWER POINT
- Teamwork
- Marketing
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English
- Turkish
- German (Basics)

FATIMA ISAYEVA

PROFILE

Looking to apply my sales and marketing skills in a dynamic, growth-focused environment.

WORK EXPERIENCE

Veyseloglu LLC

05/2024-PRESENT

Jr.Specialist in sales operations

- Preparation of the sales representative and regional manager routes.
- Creating and managing sales representative and customer master data.
- Creating and managing sales discounts on SAP ERP
- Investigation of the problems related to discounted orders
- Used ERP Modules: SAP MDG, SAP SD, Vesas Sales Management Application

Veyseloglu LLC

08/2023- 04/2024

Call center operator

- Maintained excellent customer satisfaction by quickly and effectively problem-solving customer issues and complaints.
- Cultivated excellent customer relationships by going the extra mile to solve complaints and find information.
- Identified customer needs through excellent attentive listening, promptly providing solutions to ensure outstanding customer satisfaction.
- Managed general correspondence with customers through platforms such as live chat, email and phone.
- Responsibility of the company's official e-mail address

Calaloglu Kalagayi

10/2022-02/2023

Marketing Specialist

- Formulated and submitted performance and progress reports to update management with developments.
- Investigated competitors and demographics to compare and evaluate best marketing techniques.
- Selected advertising sites and media channels to measure compatibility with brand.
- Studied and identified best media channels to market specific products and services.
- Responded to queries to provide up-to-date product market information.
- Collaborated with product and sales team to develop strategic social media marketing initiatives.
- Researched and analysed market trends and pricing schedules to stay abreast with latest developments.
- Ordering new products
- Social Media Marketing
- Checking sales points

VOLUNTEER WORKER DOST CENTER N1.

Certificates

Dost tədris mərkəzi "Online
Excel" təlimi

Udemy: Digital marketing