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# Rashida Aliyeva, PMP®

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## EDUCATION

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**Master of Science in Management** [15/09/2019 – 30/06/2021]  
*Azerbaijan State University of Economics* Baku, Azerbaijan

**Bachelor of Arts in Management** [15/09/2014 – 30/06/2018]  
*Azerbaijan State University of Economics* Baku, Azerbaijan

**High School** [15/09/2014 – 30/06/2018]  
*132-134 Education Complex* Baku, Azerbaijan

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## WORK EXPERIENCE

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**Senior Specialist of Project Management Department (01.08.2024-Present)**

*“Ateshgah Insurance Group” OJSC*

*Baku, Azerbaijan*

- Develop project plans that identify resource and budgetary needs.
- Host project meetings at least once a week with team and managers.
- Provide feedback, advice, project updates and encouragement to team members.
- Manage deadlines and push the team to ensure timeliness.

**Leading Specialist of Project Management Department (01.06.2024-01.08.2024)**

*“Ateshgah Insurance Group” OJSC*

*Baku, Azerbaijan*

- Create project plans and schedules.
- Problem-solving
- Build workflow templates
- Prepare progress reports
- Create progress presentations for senior management
- Ensure that team members meet deadlines

**Leading Specialist of VIP Customer Service Unit (2019 – 01.06.2024)**

*“Ateshgah Insurance Group” OJSC*

*Baku, Azerbaijan*

- Establish and Develop relationships with the most prestigious clients of the company
- Provide personalized customer service in a manner that goes beyond what is expected
- Update and maintain a database of all the VIP customers for future references
- Prepare/submit proper documentation to the accounts for further follow-up of payments

### **Corporate Sales Specialist (2018 – 2019)**

***"Bank BTB OJSC" OJSC***

***Baku, Azerbaijan***

- Increased the customer base, met up with new customers, presented the goods and price negotiation
- Registration of sales, calculation of bonuses, taking the orders, and following up the payments from the customers

### **Intern of the Law Department (2018)**

***"Kapital Bank" OJSC***

***Baku, Azerbaijan***

- Preparation of banking reports, standard official documentation, worked with financial data and arranged mailings
- Get acquainted with bank legal and financial matters
- Enhanced abilities of working with client bases etc.

### **Personal Line Insurance Intern (2017)**

***"AXA MBASK Insurance Company" OJSC***

***Baku, Azerbaijan***

- Networking and sales strategies to generate leads that convert prospective clients into new clients
- Presented existing and prospective customers with individualized policy options, quoted calculations, and educational materials to meet their needs
- Reviewed insurance policies for accuracy, coverage, and limits to recommend changes
- Delivered a high level of customer service when resolving billing, policy change, coverage, and claims issues
- Kept accurate personal information for all sales prospects and customers within insurance company databases

### **Underwriting and Reinsurance Intern (2016)**

***"Azerbaijan Industry and Insurance Company" OJSC***

***Baku, Azerbaijan***

- Studied insurance proposals
- Gathered and assessed background information, including reports and medical records from specialists where appropriate, to effectively assess the risk involved
- Analyzed statistical information using specialist programs
- Calculated possible risk and decided on the premium - how much individuals or organizations should pay for insurance
- Decided whether the risk should be shared with a reinsurer
- Visited brokers or potential customers and prepared quotes
- Liaised with specialists, such as surveyors or doctors, for risk assessment, and developed good working relationships with brokers

### **Volunteer (2015)**

***"Baku 2015 European Games"***

***Baku, Azerbaijan***

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## **COURSES & SEMINARS & AWARDS**

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- "Project Management Professional" by Project Management Institute [01/2025 – 01/2028]
- "Practical Sales Course" by SAT Academy [10/2021 – 12/2021]
- The III International Scientific Conference of Master's and Doctoral Students in Economics and Management [05/2021]

- 2nd International Student Research and Science Conferences dedicated to the 98<sup>th</sup> anniversary of the National Leader Heydar Aliyev [04/2021]
- Training about Business Culture by Deloitte Azerbaijan [02/2020 – 05/2020]
- Online course on the topic of “How to Write and Publish a Scientific Paper” by Ecole Polytechnique [02/2020 – 05/2020]
- Online course of “Communication in the 21st Century Workplace” by University of California, Irvine [02/2020 – 05/2020]
- “Strategic Management” by Copenhagen Business School [02/2020 – 05/2020]
- Professional Communication Class by IAM Innovation and R&D Center [12/2019]
- “Sustainable Development Problems and Perspectives” [05/2018]
- "The 3rd International Competition on Management for Youth" [2016]
- Winner of Republic Piano Contests - Bronze Medal: Inepo-Euroasia international environmental project Olympiad Awarding [04/2013]

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### **LANGUAGES LITERACY**

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- Azerbaijani (Native)
- Russian (B2)
- English (C1)
- Turkish (B2)

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### **COMPUTER LITERACY**

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- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Outlook

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### **DRIVING LICENSE**

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- Category “B”

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### **SOFT SKILLS**

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- Good in communications Punctuality
- Creativity
- Organized
- Self-Spotlighting
- Friendly
- Persistence
- Knowledge of social media
- Best-practices
- Leadership
- Stress tolerance