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| **Rashida Aliyeva,** **PMP®** |

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| **EDUCATION** |

**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** |

**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** |

* “Project Mangement Professional” by Project Management İnstitute [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 98th 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 Politechnique **[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** |

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

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| **COMPUTER LITERACY** |

* Microsoft Word
* Microsoft PowerPoint
* Microsoft Excel
* Outlook

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| **DRIVING LICENSE** |

* Category “B”

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| **SOFT SKILLS** |

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