

ILKIN AZIZ



PROJECT MANAGER

Location: Baku, Azerbaijan

Date of Birth: 30.03.1998

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SUMMARY

Experienced and hardworking Project Manager with 4+ years of experience in leading effective teams and 2+ years of experience in driving unique projects. Motivated in building productive relationships on a corporate level, resolving complicated issues, and creating a positive environment within a team. Keeping customer satisfaction at a high level and contributing to company success with all the skills, knowledge and experience possessed.

EDUCATION

Bachelor of Business Administration

2015 – 2020

ADA University, Baku, Azerbaijan

Bachelor of Business Administration

September, 2018 – January, 2019

Kadir Has University, Istanbul, Turkey

LANGUAGES

Azerbaijani - Native

Russian - Native

English - Full proficiency

Turkish - Intermediate

SKILLS

- Teamwork
- People Management
- Problem Solving
- Presentation Skills
- Decision Making
- Market Research
- Leadership
- Vendor Management
- MS Office
- Scheduling & Time Management
- Critical Thinking
- Effective Communication

WORK EXPERIENCE

October, 2021 – present

Project Manager, G-5 Group

- Responsible for budgeting and forecasting, expense reporting, risk management, status reporting, and execution
- Monitored progress and made adjustments as needed
- Measured project performance to identify areas for improvement
- Tracked project costs in order to meet budget
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables

January, 2021 – October, 2021

Project Manager, Digital Services/Kibrit Tech.

- Managed end-to-end program delivery
- Developed project plans with forecasts, estimates, and resource assignments
- Provided guidance to the team and other program managers

April, 2020 – January, 2021

Customer Services Manager, Digital Services

- Assessed call center trends to identify improvement opportunities and devise forward-thinking approaches to better align processes with intended results
- Worked with the marketing department to launch and manage promotional activities and campaigns
- Analysed statistics and compiled accurate reports

February, 2020 – April, 2020

Call Center Teamleader, AVAND Tech.

- Participated in brainstorming sessions, providing feedback and executing new tactics to improve campaign and agent performance
- Trained team members regarding call strategy to effectively reach targets and foster customer retention
- Communicated frequently and openly to motivate team members and drive goal achievement

August, 2019 – February, 2020

Customer Service Representative, AVAND Tech.

- Acknowledged and resolved customer complaints
- Processed orders, forms, applications, and requests
- Kept records of customer interactions, transactions, comments, and complaints

May, 2018 – September, 2018, January, 2019 – August, 2019

Customer Service Representative, Digital Services

- Answered customer telephone calls promptly according to scripts
- Offered advice and assistance to customers, paying attention to special needs or wants
- Responded to customer requests for products, services, and company information