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|  | **Aynur Jafarova**  Address: Nasimi dis. Javad khan 22  Country: Azerbaijan  City: Baku  Index: AZ | | | | **Phone(s):**  (cell): 070-406-06-89  (home): 012-430-16-56  **E-mail(s):** aynurarif@gmail.com |
| ***Personal Information*** | | | | | |
| Gender: Female  **Nationality:** azerbaijanian  Birth Date: 06.06.1989,  Marital status: Married  **Languages:** **Azeri** (native), **English** (very good), **Russian** (average), **Turkish** (very good), | | | | | |
| ***Education*** | | | | | |
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| September, 1997 – May, 2005  school № 43 named after Nigar Refibeyli  September,2005-June, 2007  school № 36 named after Ashig Alasgar  Ganja, Azerbaijan | | | **Secondary School Degree** | | |
| September, 2007– July, 2012  **Qafqaz University**  Baku, Azerbaijan | | | **Bachelor Degree:** Translation and interpretation | | |
| ***Work Experience*** | | | | | |
| **2019 March-Currently (Temporary Project)**  **Baku Transport Agency**  Global Events Mobility&Management Solutions (GEMMS) LTD  **From 2015 December –maternity leave**  **2014 June-2015 December**  **YapiKredi Bank Azerbaijan**  **2013 July-2014 June**  **Ramada Hotel&Suites Baku**  [www.ramadahotelsuitesbaku.com](http://www.ramadahotelsuitesbaku.com)  **2012 November- July,2013**  **Avrasiya Translation Center**  www.avrasiya-az.com  **March, 2013 - May, 2013**  Megafun family land  [www.megafun.az](http://www.megafun.az)  **May, 2012 – November, 2013**  **Hyatt Regency Baku**  Baku.hotels@hyatt.com  **March , 2012- May, 2012**  **Eurovision Song Contest** | | | **Position-Translator**   * To provide translation (interpretation) services for the GEMMS team * To provide translation of documents and reports * Reads through or listens to material in one language, ascertains understanding of the meaning and context of that material, and converts it into a second language, making sure to preserve the original meaning * Consults with subject matter experts and other colleagues in order to understand specialized concepts and translate them appropriately * To accompany experts to the site visits and provide interpretation services * Assist in office management and organization procedures * Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work. * Assist in making travel arrangements and migration issues of the team members   **Working as a freelance translator**  **Logistics department and General Services Administration**  **Position: Executive clerk**  Main responsibilities:   * To provide translation (interpretation) services for the Department Manager * To attend meetings to record minutes. * To deal with financial affairs and payments * Supervise and train other clerical staff. * Assist in making accounts receivables collection calls and in setting up payment terms for companies * Maintain files, records and agreements so they remain updated and easily accessible * Sort and distribute incoming mail and prepare outgoing mail (envelopes, packages, etc.) * Answer the phone to take messages or redirect calls to appropriate colleagues * Undertake basic bookkeeping tasks and issue invoices, checks etc. * Greet visitors and determine whether they should be given access to specific individuals. * Assist in office management and organization procedures * Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software. * Assist in making travel arrangements and booking venues for conferences and events * Perform other office duties as assigned * Manage and maintain Department Manager schedules * Develop an efficient invoice filing system that the entire department can use to keep track of current and archived invoices * Open, sort, and distribute incoming correspondence, including faxes and email. * Review operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures. * Ensure that all invoices are handed in to the Accounting department on time * Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.   **Administration department**  **Position: Executive secretary**    Main responsibilities:   * To answer all incoming telephone call and emails in a professional and polite manner. * To interpret (translate) administrative and operating policies and procedures for employees. * To provide translation (interpretation) services for the General Manager and foreign guests. * To provide clerical support to other departments. * To prepare agendas and make arrangements, such as coordinating catering for luncheons for committee, board, and other meetings. * To make travel arrangements for executives. * Greet visitors and determine whether they should be given access to specific individuals. * File and retrieve corporate documents, records, and reports. * Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors. * Prepare responses to correspondence containing routine inquiries. * Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work. * To set up and oversee administrative policies and procedures for offices; * Maintaining executive’s agenda and assist in planning appointments, board meetings, conferences etc. * Receiving and screening phone calls and redirecting them when appropriate * Compile, transcribe, and distribute minutes of meetings. * Attend meetings in order to record minutes * Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives * Manage and maintain executives' schedules. * Prepare reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software. * Supervise and train other clerical staff. * Review operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures * Prepare agendas and make arrangements for committee, board, and other meetings.     **Position: Office coordinator**  Main responsibilities:   * Present a professional, welcoming first contact to all clients, – by phone, in person, and email. Responsibility for development & implementation of efficient office systems; * Responsible for keeping office equipment maintained; * Responsible for incoming and outgoing mail, handling and receiving documents for translation; * Provide support for Human Resources: interview schedule, applicant pool, resume files, orientation, monitoring time;   - Follow up on client inquiries and complaints;  **Marketing department-(Temporary project)**  **Position: Supervisor**  Main responsibilities:   * Providing the necessary training for the new workers before they * begin a new job; * Recommend solutions and changes for improving service levels. * Be held responsible for the work and actions of other employees. * To hand over all materials to responsible department;   **Rooms Department**  **Position: Guest service Officer-Operator**  Main responsibilities:  - Greet and register incoming guests.  - Administer and manage cash handling responsibilities.  - Handle guest requests and concerns promptly and with courtesy.  - Assist guests with any inquiries regarding local entertainment, restaurants or transportation.  - Maintain efficient and effective flow of information with guests and all internal departments.  - Handle additional duties as needed by guests or management.  **Call Center**  **Position: Operator**  Main responsibilities:  -To answer all incoming telephone call in a professional and polite manner  - -To make clear and accurate communication to the other party on the other end of the line  - -To redirect and divert calls to appropriate parties or offices  -To relay information as quickly and as accurately as possible as when the other party asks for a certain phone number, he has to look up his computerized or manual directory with alertness and presence of mind  -To call up or dispatch the appropriate personnel in cases of emergency  -Giving polite assistance to its caller and give best services. | | |
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| ***Computer Knowledge*** | | | | | | |
| **- MS-Office:** Word, Excel, PowerPoint,  **- MS- Windows:** *Excellent*  **-HTML,CSS:***Excellent* | | | | | | |
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| ***Achievements and activities*** | | | | | | |
|  | | | | -Certification (Project Management held by Azerbaijan Project Management Association)  -Selling experience on online portals (eBay, Etsy, Amazon)  -Translator at Trend News Agency;  -Member of SIFE team;  -Participant of SIFE competition among universities;  -The leader of the “7 ways to success” book project in the SIFE team  -Received thanks messages from university;  -Received a thanks message from SIFE team  -Winner at translation conference in 2011 held in Slavic University;  -Learnt of marbling Ebru (painting art on water);  -Volunteer in the Free Thought University;  -Volunteer in “Towards to Unity” Social Unity for Children Care  -Certificate for the participation in the workshop on “Leadership”;  -The active member of Student –Youth Organization;  -The active member of Qafqaz University Ecology club; | | |  |
| ***Personal Skills:*** | | | | | | |
|  | | Self-motivation, responsibility, flexibility in facing complex situations, creativity, generalizing the condition, ability to make decision in short time, solving the given problems by research | | | | |

**References are available from former workplaces.**

Reference: Svetlana Aliyeva [ASvetlana@bna.az](mailto:ASvetlana@bna.az) 050-424-82-11

Reference : Ibrahim Sırma  [ibrahim.sirma@yapikredi.com.az](mailto:%20ibrahim.sirma@yapikredi.com.az) 050-291-19-03