



# Lamiya Nasibova

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## ABOUT ME

Throughout my career or internship, I have demonstrated a strong commitment to continuous improvement, customer satisfaction. I am skilled in translation, education, customer relations, project management, communication and problem-solving, and I thrive in dynamic environments where I can utilize my skills, collaborating with diverse teams to achieve organizational objectives.

## WORK EXPERIENCE

### Language teacher/ speaking club moderator

**Ministry of Youth and Sports of the Republic of Türkiye** [ 09/08/2024 – Current ]

City: Bolu | Country: Türkiye

- Providing English training courses to people from different age groups and teaching them language skills mostly by facilitating discussions, creating activities to make them practise;
- Managing classroom dynamics, fostering a positive and inclusive environment for all students;
- Providing support to students or participants, addressing their individual learning needs and motivating them to engage with the language.
- Creating opportunities for students to practice speaking, listening, reading, and writing in real-life contexts, often through group activities and discussions.

### Junior Translation Specialist

**Vero Translation** [ 15/04/2024 – 15/07/2024 ]

City: Baku | Country: Azerbaijan

- Perform tasks related to the translation document in working languages and other relevant duties tailored to organizational skills;
- Learn the professional and technical aspects of translation;
- Reviewing the translated document to ensure grammatical, cultural and stylistic adherence to the target language, as well as accuracy and coherence;
- Working closely with project managers, editors, in order to set and follow the deadlines;
- Utilizing translation memory tools, glossaries, and other software to ensure consistency in terminology and style across translations.

### Call Centre Operator

**Positive Call Centre Solutions/ Turkish Airlines** [ 10/11/2022 – 08/10/2023 ]

City: Baku | Country: Azerbaijan

- Answering customer calls and provide accurate, satisfactory answers to their queries;
- Individual and responsible approach to each customer's questions;
- Making appropriate ticket transactions based on the customer's demand and fulfilling their special requests.

## VOLUNTEERING

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[ 15/01/2024 – 15/03/2024 ] Baku

### LocaRise Translation Centre LLC

- Reviewed final works to spot and correct errors in punctuation, grammar and translation;
- Observing how the daily workload is distributed and managed in the translation office.

[ 15/03/2022 – 15/06/2022 ] Baku

### The State Customs Committee of the Republic of Azerbaijan

- Inspection of goods permits;
- Investigation of customs violations and their records;
- Clerical skills such as writing protocols, preparing criminal cases for submission to court, binding
- Initiation of a criminal case and the process of preliminary investigation of the case;
- Participation in the process of interrogation of foreign citizens and writing proper interrogation protocols.

[ 16/02/2022 – 25/05/2022 ] Baku

### Shams Translation

- Editing and translation of various documents, contracts, instructions etc;
- Acquaintance with how to translate official and unofficial documents, mainly templates;
- Observing how the daily workload is distributed and managed in the translation centre.

[ 01/02/2021 – 30/03/2021 ] Baku

### Azerbaijan Service and Assessment Network (ASAN Service Centre)

- Welcoming citizens, assisting in the use of electronic boards;
- Civil crowd management and queue regulation;
- Providing accurate information and explanations on relevant services to citizens applying to the Centre;
- Assistance in filling out particular application forms based on requests;
- Support for easier access to services for people with disabilities, care for them during their service;
- Providing special care to the children of parents who come to the centre;
- Directing foreign citizens to the essential service.

## EDUCATION AND TRAINING

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### Bachelor (87 GPA)

*Azerbaijan University of Languages (AUL)* [ 15/09/2018 – 22/06/2022 ]

Address: Tabriz street 81, Baku (Azerbaijan)

## LANGUAGE SKILLS

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**Mother tongue(s):** Azerbaijani

**Other language(s):**

### English

LISTENING C1 READING C1 WRITING C1  
SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

### Spanish

LISTENING A2 READING B1 WRITING A2  
SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

### Turkish

LISTENING C1 READING C1 WRITING C1  
SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## **DIGITAL SKILLS**

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Google Drive / Microsoft Office (Outlook, Excel, Word, PowerPoint) / CAT Tools (Smartcat, SDL Trados, MemoQ, Memsources)

## **COMMUNICATION AND INTERPERSONAL SKILLS**

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**Personal and Social Skills** Patient / Motivated / Self-controlled / Time management / Willingness to work in a team / Optimistic / Reliable / Adaptability / Empathetic / Strong Communication skills / Working under stress / Good listener and communicator