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Alim Gasimzade

Personal Information

Date and place of birth: 13.07.83, Kalinin, Russia

Nationality: Azerbaijani

Marital Status: Single

Education

Azerbaijan International University, Baku, Azerbaijan

Department: Tourism & sphere of social-cultural service 2000-2004

Baku Turkish College, Baku, 1996-2000

Professional Experience

October 2024 – November 2024

Workforce Coordinator

COP29 Azerbaijan Operating Company/Workforce Department

Key responsibilities:

- Manage distribution process of different items (uniforms, gifts, souvenirs, clothing stuff etc.) for more than 10000 event participants including staff, volunteers, contractors and partners
- Manage and develop volunteer team for fruitful collaboration by organizing trainings, briefings and mentoring
- Create and manage work schedules of volunteers to ensure adequate coverage for operations and assign tasks and resources efficiently to meet business demands.
- Manage and supervise venue branding process
- Assistance in logistics, venue settlement, preparation and repair process
- Preparation of uniform user manual and other documentation including reports (external, internal, product etc.) manuals, handbooks, booklets etc.
- Generate reports on workforce efficiency, attendance trends, and utilization rates.
- Address conflicts and problems related stakeholders requests and demands
- Control stock and maintain an accurate inventory of all uniforms, including sizes, quantities, and conditions
- Order new uniforms or replacement items as needed, ensuring timely availability.
- Maintain detailed records of issued uniforms and their recipients.

October 2019 – June 2024

Personal Assistant of 1-st Deputy Chairman of “Azersu” OJSC

Key responsibilities:

- Manage 1-st Deputy Chairman’s electronic diary, assessing priority of appointments and reallocation as necessary.
- Manage 1-st Deputy Chairman’s travel arrangements (including visas/accommodation).
- Process 1-st Deputy Chairman’s correspondence, ensuring that incoming correspondence is dealt with by the 1-st Deputy Chairman /or on behalf of the 1-st Deputy Chairman, or other staff as appropriate
- Maintain 1-st Deputy Chairman’s office systems, including data management and filing
- Screen calls, enquiries and requests, and deal with them when appropriate

- Produce documents, briefing papers, reports and presentations for the 1-st Deputy Chairman.
 - Organise meetings and ensure that 1-st Deputy Chairman is well prepared for those meetings, preparing agendas, pre-meeting briefings and meeting papers
 - Meet and greet visitors at all levels of seniority
 - Supervise all Trust incoming/outgoing mail.
 - Any other duties as may reasonably be required by the 1-st Deputy Chairman
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September 2019 – October 2019

HR specialist

GRC management and consulting

Key responsibilities:

- Representing Harrison Assessments and Boyden executive search in Azerbaijan
- All HR/Administrative tasks
- Outstaffing services
- Creating and distributing documents
- Compiling reports and spreadsheets and preparing spreadsheets
- Scheduling job interviews and assisting in interview process
- Preparing new employee files
- Collecting employment and tax information

January 2019 – August 2019

HR specialist

Qafqaz Riverside Hotel Qabala

Key responsibilities:

- Answering employee questions
- Providing customer service to organization employees
- Maintaining computer system by updating and entering data
- All HR/Administrative tasks
- Creating and distributing documents
- Compiling reports and spreadsheets and preparing spreadsheets
- Scheduling job interviews and assisting in interview process
- Preparing new employee files
- Serving as a point person for all new employee questions
- Collecting employment and tax information
- Participating in recruitment efforts

August 2018 - December 2018

Customer service specialist

AG telekom MMC (Katv1)

Key responsibilities:

- Serving customers to meet their technical requirements
- Selling services in addition to those initially purchased
- Feeding back customer preferences and dealing first-hand with complaints
- Resolve customer complaints via phone, email, mail or social media

August 2017 – December 2017

CRM division head in System Optimization department

GILAN HOLDING - FMCG trade and distribution

- CRM system optimization and management
- CRM data base control
- Conduction of surveys
- Customer registration and support to sales managerial staff
- Identify and assess customers' needs to achieve satisfaction
- Resolve customer complaints via phone, email, mail or social media

September 2016 – August 2017

Accountant operator

GILAN HOLDING - FMCG trade and distribution

- Debit/credit control
- Micro operations
- Conduction of cross checks

April 2006 – June 2015

Baku, Azerbaijan

Customer Relations Officer

Azercell Telecom LLC

Key responsibilities:

- Serving customers to meet their technical requirements
- Selling services in addition to those initially purchased
- Feeding back customer preferences and dealing first-hand with complaints
- Resolve customer complaints via phone, email
- Deal directly with customers either by telephone, electronically or face to face

November 2004 – February 2006 **Administrative Officer/Translator**

Kurdamir, Azerbaijan

International Rescue Committee – Kurdamir office

RED (Rural Economic Development) Project

Key responsibilities:

- Coordinated daily or weekly schedule of administrative staff including drivers, office guards and cleaners
- Provided oral and written translations as required for Program Staff between English, Azeri, and Russian on site and in the office
- Provided computing support to Field Office Coordinator and Program Management as requested
- Developed and maintained files and archives for lease agreements, all office correspondence, legal documents, and special files as necessary
- Ensured proper use and accountability of all office equipment including computers, mobile phones and other office supplies
- Placed orders for office supplies, receiving all procured office supplies and distributing those when necessary
- Maintained strong communication link between Kurdamir and Baku offices regarding all administrative affairs.

March 2004 – October 2004

Baku, Azerbaijan

Book-keeper

NURGUN GROUP holding. Trading department

Key responsibilities:

- Work with debts
- Analyze debit & credit
- Other debts related issues. Working with LOGO GOLD book-keeping program

September 2003 – February 2004

Imishli, Azerbaijan

Cashier & Program/Financial Services Support Officer

FINCA – Azerbaijan Imishli office

Key responsibilities:

- Financial Services Support
- SIEM (book-keeping program for credit organizations) Loan Portfolio Transactions
- Operating Transactions
- Financial Reporting and bank reconciliations
- Communication and Teamwork

February 2003 - April 2003
Baku, Azerbaijan

Sales Manager
Simsel Promotion.

Key responsibilities:

- To support in enhance of company's sales
- To increase number of clients
- To manage with all bills

February 2002 – February 2003
Baku, Azerbaijan

Receptionist/Administrative Assistant
Land O'Lakes Inc.

Participatory Agricultural Project on Azerbaijan (PAPA) Key responsibilities:

- Handled communication (telephone, fax)
- Worked on computer, typed text, prepared necessary documents, filled up the database
- Performed another administrative task

May 2001 – September 2001
Baku, Azerbaijan

Administrative assistant
ISAR International (Initiative for Social Action and Renewal in Eurasia), Information and Outreach Program

Key responsibilities:

- Assisted representatives of NGOs in finding literature / video cassettes, provided them with necessary information
- Translated articles & announcements
- Worked on computer, typed texts, updated library catalog

Languages

LANGUAGES	SPEAK	READ	WRITE	TRANSLATE
Azeri	Native	Native	Native	Native
English	Excellent	Excellent	Excellent	Excellent
Russian	Excellent	Excellent	Excellent	Excellent
Turkish	Excellent	Excellent	Excellent	Excellent
German	Good	Good	Good	Good

Computer Skills: Windows XP, Word, Excel, SIEM and LOGO GOLD (book-keeping data base program), **Gunesh, Mikro**