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aijan

Driver licence

:

BC

category

Marital status

:

Single

Birth date

:

18/02/1995



# **PERSONAL SUMMARY**

# Energetic and detail-oriented Business Administration graduate with experience in customer service and call centers. Skilled in understanding customer needs, resolving inquiries efficiently, and ensuring high satisfaction. Excellent communication and problem-solving abilities, with a strong focus on delivering quality service. A dedicated team player eager to contribute to a dynamic team and enhance customer experience.

# **WORK EXPERIENCE**

**HSE Engineer / Dec 2023 – October 2024**

**PROFORUM LLC, Baku, Azerbaijan**

* Monitored compliance with health, safety, and environmental (HSE) standards on-site.
* Conducted regular risk assessments and safety audits, ensuring workplace safety protocols were followed.
* Implemented safety training programs for staff, raising awareness about hazard prevention.
* Collaborated with contractors and management to maintain HSE regulations and standards.
* Investigated accidents and incidents to identify root causes and prevent recurrence.

**Project Management / Internship / Sep 2023 – Oct 2023**

**SOCAR FUGRO Oil and Gas / Baku, Azerbaijan**

* Learn about quality control processes and assist in monitoring project activities to ensure compliance with quality standards.
* Defining project scope, goals, deliverables and timelines.
* Allocate and manage project resources efficiently, including personnel and equipment.
* Ensure that all project activities adhere to health, safety, and environmental regulations and standards.
* Collaborate with project managers to contribute to project plans, task lists, and timelines. Learn to use project management software and tools. (Excel).
* Assist in preparing and distributing project-related communications, both internally and externally. Help with scheduling meetings and coordinating with stakeholders.

**Office Administrator / Internship / Administration / Feb 2022 – June 2023 “AzerEnergy” OJSC / Baku, Azerbaijan**

* Provide administrative support such as managing schedules, handling phone calls, emails, and organizing meetings and appointments handling communication
* Input and manage data in spreadsheets, database, or other software like Excel.
* Establish and maintain filing systems to keep records and documents organized and easily accessible.
* Maintain and update customer, employee, or vendor database, ensuring data accuracy and security.
* Provide administrative support for specific projects, such as organizing project meetings, tracking progress, and maintaining project documentation.
* Address office‑related issues and challenges, finding effective solutions.

**Quality Control / Internship / July 2021 – Sept 2021**

**Caspian Pipe Coatings MMC / Baku, Azerbaijan**

* Assisted in the application and inspection of anti-corrosion coatings for oil and gas pipelines, ensuring adherence to quality standards
* Observed and supported quality control procedures, including thickness testing and adhesion checks for coatings
* Learned about coating materials, equipment operation, and maintenance practices used in pipeline protection
* Gained an understanding of health, safety, and environmental standards in industrial coating operations

**Delivery Coordinator / May 2020 – Nov 2020**

**OCADO Group, Wimbledon, Merton, United Kingdom**

* Responsible for all delivery services from OCADO Group.
* Contacting customers prior to delivery to confirm and coordinate delivery times.
* Loading trucks and properly securing items to prevent damage for deliveries.
* Maintaining clean and professional vehicle to protect company reputation with customers.
* Working in the best efficient way to provide customers with their orders and to foster high customer satisfaction.
* Delivering the needs of the customer groceries straight from the farms.

**Custmer Service / Returns / Feb 2018 – Aug 2019**

**ASDA Superstore, Sutton, Surrey, United Kingdom**

* Assisted customers with product inquiries, returns, and exchanges, ensuring a smooth and efficient process.
* Provided excellent customer service by resolving complaints professionally and offering appropriate solutions.
* Processed refunds and replacements while adhering to company policies and maintaining accurate records.
* Communicated with different departments to address customer concerns and improve service efficiency.
* Maintained a clean and organized returns desk, ensuring compliance with health and safety standards.
* Handled high-volume transactions during peak hours while maintaining a positive and friendly attitude.
* Developed strong problem-solving skills by addressing customer concerns effectively and promptly.

**Pipe Fitter / Oct 2015 – Jan 2018**

**JBT Plumbing, Sutton, Surrey, United Kingdom**

* Measuring, cutting, and installing pipes to specified dimensions, ensuring accuracy and adherence to safety standards
* Performing maintenance and repairs on existing piping systems to improve performance and reliability
* Assembling and securing pipes, tubing, and fittings using hand tools and power tools
* Performing underfloor heating and piping design
* Producing piping isometrics

# **EDUCATION**

**Business Administration (B.B.A) / 18/09/2018 – 26/06/2023**

**Azerbaijan University**

**Major: Business and Economics**

**Baku, Azerbaijan Graduated**

* The general study of business concepts, such as accounting, finance, management, and marketing.
* It also covers data‑driven sciences, like accounting, as well as workplace skills, like management.
* Mainly Learnt: Sales, Macroeconomics, Microeconomics, Business and Corporate Finance, Standard Accounting Practices, Managing Techniques and Theory, and Marketing Principles.

**Languages** **Computer skills**

Azerbaijani Microsoft Word

English Microsoft Excel

Turkish Microsoft PowerPoint

# **CERTIFICATES**

Designing Piping Systems: Pipe Fitting Flanges Valves (UDEMY)

HSE Engineer and Technical Safety (AzDƏMTTETI)

Fire Fighting and First AID (DCS Group)

Sales Management (Great Learning)

Procurement (Great Learning)

# **INTERESTS**

Management, Leadership, Teamwork, Communication, Planning, Piping, Designing, Communication