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|  | **Aynur Jafarova**Address: Nasimi dis. Javad khan 22Country: AzerbaijanCity: BakuIndex: AZ | **Phone(s):**  (cell): 070-406-06-89 (home): 012-430-16-56**E-mail(s):** aynurarif@gmail.com |
| ***Personal Information*** |
| Gender: Female**Nationality:** azerbaijanianBirth 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, 2005school № 43 named after Nigar RefibeyliSeptember,2005-June, 2007school № 36 named after Ashig AlasgarGanja, 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 050-424-82-11

Reference : Ibrahim Sırma  ibrahim.sirma@yapikredi.com.az 050-291-19-03