



Murad Feyzullayev

ID: 784-1996-5901704-2 | **Work permit:** Emirati (United Arab Emirates) |

Date of birth: 03/06/1996 | **Place of birth:** Baki, Azerbaijan | **Nationality:** Azerbaijani |

Gender: Male | **Phone number:** (+971) 585644151 (Mobile) | **Phone number:**

(+994) 518114151 (Work) | **Email address:** murad.feyzullayev@outlook.com |

Address: Abu Dhabi, Al Nahyan, Al Finyal street, Y Tower, app. 0811, Abu Dhabi, United Arab Emirates (Home)

ABOUT ME

I am a results-driven professional with extensive experience in business development, sales, and strategic partnerships.

In my role, I manage sales, advertising, and corporate partnerships, focusing on delivering exceptional solutions, differentiating our products from competitors, and expanding our reach within the UAE market.

My approach emphasizes building strong client relationships, fostering innovation, and achieving sustainable growth through strategic collaborations.

Currently based in Abu Dhabi, but open to relocation if needed.

Areas of Expertise: Business Development, Sales, Corporate Networking, International Trade, Strategic Partnerships, and Leadership.

Languages: English, Russian, Arabic, Turkish, Azerbaijani

WORK EXPERIENCE

14/01/2025 – CURRENT Abu Dhabi, United Arab Emirates

BUSINESS DEVELOPMENT & SALES SPECIALIST ENTROPY FFAAVC GENERAL TRADING LLC

- Identified and developed new business opportunities in the UAE and GCC, expanding market reach and driving revenue growth.

- Built strategic partnerships, including initiating collaboration projects with luxury brands

- Designed and implemented sales strategies that increased product visibility and profitability.

- Maintained strong client relations, ensuring high satisfaction and long-term loyalty among premium B2B clients.

- Led the launch and branding of exclusive product lines, including co-branded packaging for retail and hospitality sectors.

- Oversaw logistics, licensing, and day-to-day operations to ensure smooth business performance.

- Conducted market analysis to anticipate trends, customer needs, and competitor movements.

01/05/2023 – 01/01/2025 Baku, Azerbaijan

QUALITY MANAGEMENT AND EVALUATION TEAM LEADER PASHAPAY

- Preparation of weekly and monthly performance reporting and discuss with related teams

- Support local teams at decision making related to strategy and operations

- Create sustainable processes and standards focusing on the implementation and governance of installation standards and an ongoing quality assurance function

- Draft quality assurance policies and procedures

- To write detailed analysis of mistakes in case of detecting them in employees work check

- Assessing customer service standards and ensuring that these are met

- Monitoring and making suggestions regarding changes / improvements of customer service level and achieve continuous improvement

- Provide initial trainings for new staff and conduct systematic quarterly trainings accordingly

- Prepare material based on cooperation and communication with other divisions / Add and update data in FAQ

- Establishing procedures for recording and reporting data

- Be best first knowing about changes and innovations

28/11/2022 – 15/10/2023 Baku, Azerbaijan

CALL CENTER AGENT TURKISH AIRLINES

- Ticket processing, booking and receiving inquiries by phone from all over the world in English and Russian languages

- Handle inbound inquiries and feedback to customers over the phone or via emails
- Conducting simple troubleshooting and providing accurate advice to the callers.
- Perform outbound calls to follow-up and update customers.
- Support work, which includes ticket submissions, administrative duties etc.
- Manage and resolve customer issues
- Provide customers with flight, route, and pricing information

28/02/2021 – 30/04/2023 Baku, Azerbaijan

QUALITY AND CX EXPERT AZERCONNECT LLC

- Used customer feedback to create a list of areas that require improvement
- Tracking and analyzing customer encounters to identify errors, inconsistencies and possible areas of improvement
- Preparing Root Cause Analysis and improvement plan for critical defects
- Monitoring and report about competitor pricing, communication, BTL and ATL activity report on weekly, monthly basis
- Monitoring and report about MNO's performance on Point of Sales (Centers, Dealer shops, mix types of shops)
- Consistent works on improving service tools (software and hardware) on a field
- Developed strategies to increase customer loyalty through coupon programs, proactive surveys, and social media engagement
- Mystery Shopping activities on held, based on NPS questionnaire to be understanding better customer experience on weekly basis
- Identifying ideal customer profiles and mapping customer journeys to identify the gaps in customer experience across all touchpoints, for all kinds of customer interactions, transactions and engagements - from purchase to product return to customer support
- Liaise with internal management problems regarding marketing, sales, product development, account management, billing, finance, UX etc. to ensure that gaps in the customer experience - irrespective of where they occur in the journey - are plugged.
- Analyze new product, predict results, approximate profit calculation for new products/campaigns
- Worked with diverse stakeholders to drive the company strategy agenda

14/03/2020 – 28/02/2021 Baku, Azerbaijan

SPECIALIST OF QUALITY CONTROL UNIT YELO BANK

- Assessing customer service standards and ensuring that these are met
- Monitoring customer service level and achieve continuous improvement
- Analyzing customer turnover (new and returning customers) because of customer service
- Determining\organizing customer service training\motivation needs
- Conducting surveys among customers to measure customer service satisfaction
- Identify gaps in the business process and working toward of their elimination
- Making suggestions regarding changes\improvements of customer service and how to implement them.

02/06/2019 – 14/03/2020 Baku, Azerbaijan

SPECIALIST OF RECRUITMENT AND STAFF PLANNING UNIT YELO BANK

- Plan, organize and implement sustainable staffing strategy Investigate company's staffing needs and take actions to staff accordingly
- Partnering with hiring managers to determine staffing needs
- Performing in-person and phone interviews with candidates
- Following up on the interview process status
- Handle administrative duties and recordkeeping
- Assist in new employee onboarding
- Assist with new employee orientation.

05/12/2018 – 03/06/2019 Baku, Azerbaijan

LOAN CREDIT SPECIALIST YELO BANK

- Attracting new customers with retail crediting terms
- Initial assesment of creditworthiness of the customer
- Prepares credit approval packages, annual reviews, renewals of credit, client credit proposals and coordination of document preparation and closings
- Coordinates credit and loan portfolio administration support such as monitoring past dues, document exceptions, collateral value monitoring, and covenant compliance.

15/10/2015 – 08/05/2017 Baku, Azerbaijan

INBOUND OPERATION MANAGER RAYYAN TRAVEL & CONSULTING

- Arrange travel for business and vacation customers

- Determine customers' needs and preferences, such as schedules and costs
- Conducting commercial negotiations with partners, drafting and concluding contracts
- Collaborating with foreign vendors to streamline processes, ensure timely deliveries, and maintain strong business relationships
- Plan and arrange tour packages, excursions and day trips
- Find fare and schedule information
- Calculate total travel costs
- Book reservations for travel, hotels, rental cars, and special events, such as tours and excursions
- Describe trips to clients and give details on required documents, such as passports and visas
- Make alternative booking arrangements if changes arise before or during the trip

10/06/2016 – 01/09/2016 Baku, Azerbaijan

GUEST SERVICES AGENT INTERN FAIRMONT HOTELS

- Greet and escort arriving and departing guests to and from their accommodations
- Retrieve and transport guest luggage
- Inspect guest rooms and acquaint guests with these rooms and their features
- Respond to guest inquiries and requests in a timely, friendly and efficient manner
- Organize and store luggage, as needed, according to guidelines
- Assist in the maintenance, appearance and functionality of equipment

● **VOLUNTEERING**

30/04/2015 – 14/09/2015 Baku, Azerbaijan

Volunteer Staff/Baku 2015 European Games Operation Committee

Actively participated in Baku 2015 European games as a volunteer. Gained enormous experience through assisting sportsmen/women in their needs and demands in Baku. Furthermore, took a part in a daily press conferences and events as a translator. Supervised and guided a group of 6 students in order to get client satisfaction at maximum level. Solved all emerged issues both inside hotels and outside.

● **EDUCATION AND TRAINING**

14/09/2013 – 14/06/2017 Baku, Azerbaijan

ACCOUNTING AND AUDIT Azerbaijan State University of Economics

Website <https://unec.edu.az/>

● **HONOURS AND AWARDS**

03/05/2019

III Place - The best Credit Specialist – Yelo Bank

● **LANGUAGE SKILLS**

Mother tongue(s): **AZERBAIJANI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
RUSSIAN	C2	C2	C2	C2	C2
ARABIC	B2	B2	A2	A2	B2
TURKISH	C2	C2	C2	C2	C2

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

● **MILITARY EXPERIENCE**

01/06/2017 – 30/06/2018
Soldier

● **DRIVING LICENCE**

Driving Licence: B | 03/05/2019 – 03/05/2029

● **SKILLS**

Microsoft Office | Outlook | Adobe Premier Pro | Smart PSS | DataBase Sql Server