



## VALID PASHAZADE

14 March 1998

**Address:** Baku, Azerbaijan  
**Phone:** +994-77-500-30-52  
**Mail:** pashazadevalid@gmail.com

## SUMMARY

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Highly motivated and driven Manager successful at implementing strategic approaches to drive profitability and sales. Recognised for performance excellence in operations and customer care. Strong ability to drive profits, control costs and achieve continuous process improvement. Successfully motivated, trained and developed team members to drive profitability in highly competitive environment.

## SKILLS

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- Staff training
- Financial planning
- Team building and motivation
- Team Leadership and Training
- Customer Service and Guest Relations

## EXPERIENCE

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### Regional Sales Manager

03/2025 – Current

#### Arena Hotels Group

- Built and maintained strong relationships with travel agencies, corporate clients, and international partners to expand the customer base.
- Analyzed regional market trends and competitor activity to identify growth opportunities and optimize pricing strategies.
- Led a sales team across multiple hotel locations, providing training, setting performance targets, and ensuring consistent revenue growth.
- Collaborated with the marketing department to launch targeted campaigns, boosting seasonal and off-peak occupancy rates.
- Represented the hotel group at trade fairs and hospitality expos, increasing brand visibility and generating high-value leads.

General Manager

11/2022 – 02/2025

Sultan inn boutique hotel

Increased overall occupancy and revenue by implementing targeted pricing strategies, local marketing campaigns, and partnership deals with tour operators and corporate clients.

Recruited, trained, and managed a cross-functional team of 30+ employees, fostering a culture of high performance, accountability, and hospitality excellence.

Led renovation and brand repositioning efforts, modernizing guest rooms and public spaces to elevate the boutique hotel's profile.

Maintained strong relationships with VIP guests, embassies, and business partners, contributing to repeat bookings and high customer loyalty.

Ensured full compliance with health, safety, and local tourism regulations, maintaining a consistent record of top-tier audit results.

Front Office Manager

03/2022 – 11/2022

Sultan inn boutique hotel

Supervised and coordinated front office operations, including reception, reservations, concierge, and guest services, ensuring a seamless guest experience.

Handled guest complaints and special requests with professionalism, consistently maintaining high standards of service and hospitality.

Sales Advisor

Kontakt Home

01/2021 - 03/2022

- Communicated with customers to determine needs, provide recommendations and upsell services.
- Attended training on new product launches and seasonal offers.

Tour Manager

07/2020 - 01/2022

Campfire.az

- Negotiated with tourism vendors to provide cost-friendly contracts.
- Issued tickets, collected payments and provided invoices to finalise travel bookings for clients.

EDUCATION

- **AZERBAIJAN OIL AND INDUSTRIY UNIVERSITY**09/2015 - 07/2019  
Bachelors degree, Chemical engineering

EXTRAS

- Military service:** Soldier, Temporary military service07/2019 - 07/2020
- Languages:** English - B1, Russian - A2, Turkish – C1