



## **Saadat Qafarova**

### **Professional Guest Service Executive**

**Email:sultan.saadat@mail.ru Phone: +994 70 555 9909**

**Location: Baku,Azerbaijan**

**Postal code : AZ 2000**

### **Education**

Lawyer

Modern Humanitarian Academy in Moscow, Moscow

Sep 2010 - Aug 2014

### **Employment History**

October 2025 – Yoga Trainer in India and Online – now

Villa V.I.P Assistant (Rixos Premium Bodrum)

June 2025 – Sept 2025

Hostess (Butler Service)

St. Regis, Riyadh

Jan 2024 – May 2025

- Ensuring exceptional guest service in the restaurant and lounge areas.

- Facilitating smooth coordination between staff for efficient service delivery.

Guest Relation Agent

Mega Saray Resort Side Antalya, Turkey

May 2023 - Dec 2023

- Delivered personalized guest services, resolving concerns and enhancing guest experiences.
- Maintained detailed records of guest preferences for future visits.

#### Front Desk Agent

Souq Waqif Boutique Hotels, Doha

Nov 2022 - Dec 2022 (FIFA Time)

- Managed high-profile guests during FIFA events, ensuring seamless check-in and check-out processes.
- Assisted in resolving guest issues promptly and professionally.

#### Front Desk Receptionist

Wyndham Grand Doha Westbay Beach, Doha

Jun 2022 - Oct 2022

- Provided exceptional front desk support to guests, handling reservations and inquiries efficiently.
- Collaborated with other departments to ensure guest satisfaction.

#### Front Office Supervisor

My Way Hotel, Ganja

Sep 2021 - Apr 2022

- Supervised the front office team to maintain operational standards.
- Trained staff to deliver high-quality guest services.

#### Hostess

Hilton Baku Hotel, Baku

May 2019 - Dec 2019

- Welcomed guests warmly and ensured their comfort throughout their stay.
- Assisted in managing reservations for dining and events.

#### Front Desk Receptionist

Baku Inn Hotel, Baku

Oct 2016 - Apr 2019

- Managed check-in and check-out processes for guests efficiently.
- Handled guest inquiries and provided personalized recommendations.

#### Sales Agent

Royal Garden Hotel, Baku

Sep 2014 - Apr 2016

- Promoted hotel services to guests, enhancing revenue through upselling.
- Maintained client relationships and ensured satisfaction.

#### Front Desk Agent

Caspian Business Hotel, Baku

Jan 2014 - Aug 2014

- Supported front desk operations and assisted guests with special requests.
- Processed reservations and handled guest complaints effectively.

Receptionist

Baku-Tur Travel, Baku

Sep 2012 - Dec 2013

- Delivered administrative support and managed travel arrangements for clients.
- Ensured client satisfaction by addressing concerns promptly.

## Certificates

Yoga Teacher certificate

Modern Humanitarian Academy Certificate

Sep 2010

FIFA Certificate

Dec 2022

Host of the Month (June)

St. Regis Riyadh

Marriot Silver Label Certificate

Most Positive Reviews on Google

St. Regis Riyadh

## Personal Details

Date of Birth: June 10, 1987

Place of Birth: Azerbaijan

Gender: Female

Nationality: Azerbaijan

## Languages

Azerbaijani: Native

Turkish: Native

Russian: Native

English: Fluent

## Hobbies

Reading, Cooking, Caring for Animals, Swimming, Yoga, Traveling