

KHANMAMMAD TAGHIYEV

PROJECT COORDINATOR/OPERATIONS SPECIALIST / PM

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PROFESSIONAL SUMMARY

Operations Coordination Specialist with over 4 years of experience in telecommunications, operational monitoring, project coordination and stakeholder management.

PROFESSIONAL SKILLS

Stakeholder Management
Process Improvement
Communication Skills
Project Management

Analytical Thinking
Team Collaboration
Problem Solving
Risk Management

TECHNICAL SKILLS

MS Office programs
Agile Fundamentals
SLA Monitoring
Technical Reporting

Jira Service Management
Incident Management
Operational Monitoring
KPI Tracking

PROFESSIONAL EXPERIENCE

Azerconnect Group LLC (Ultrahel Telco Services LLC) (Baku) 04 / 2026 - Present

Operations Coordination Specialist (PM) - General Management

- Coordinated and implemented the establishment and optimization of newly developed operational structures.
- Monitored and supervised operational units to ensure efficient execution of daily activities.
- Managed cross-company projects and maintained effective collaboration with external partners.
- Identified opportunities for process improvement and implemented operational efficiency initiatives.
- Facilitated coordination between internal departments and external stakeholders.
- Prepared operational reports and tracked project progress to support management decision-making.
- Supported Agile project management processes, including task prioritization, sprint planning, and progress tracking.
- Coordinated operational activities and project execution in alignment with Agile methodologies and best practices.

Azerconnect Group LLC (Ultrahel Telco Services LLC) (Baku) 06 / 2025 - 04 / 2026

Technical Control Specialist - Network Control Department

- Monitored network infrastructure and ensured continuous operation of network services.
- Monitored network performance and service quality to maintain operational efficiency.
- Tracked SLA compliance and contributed to process improvement initiatives.
- Supervised planned maintenance activities and network changes to ensure service continuity.

Azerconnect Group LLC (Utel LLC) (Baku) 02 / 2023 - 06 / 2025

Line Technical Engineer - Passive Network Control Department

- Organization of cabling for residential complexes, buildings, and holdings in Baku city. (FO-4, FO-8, FO-12, FO-24, FO-48, CAT-5)
- Preparation of monthly and annual reports, target plans and bonus schedules. (MS Excel, MS Word, MS Outlook)
- Recording employees' overtime, vacation, or business trips in the "ECM" and "Oracle Fusion" platforms.
- Coordinating the resolution of subscriber complaints, issues in our service area and outages (signal) on the "JIRA" (Service Desk) platform.

IT Help Desk Engineer - IT Operations Department

- Monitoring and managing the computers, printers, and internet network within the company.
- Resolving any arising issues as quickly as possible.
- Regularly inspecting those devices and updating their software.

EDUCATION

Azerbaijan Technical University, Baku

2016 - 2020

Bachelor of Electronics, Radio and Telecommunications Engineering

LANGUAGES

- Azerbaijani – Native
- English – Intermediate
- Turkish – Fluent

TOOLS

- Jira (Service Desk)
- MS Excel
- MS Word
- MS PowerPoint
- MS Outlook
- Power BI
- Oracle Fusion
- ECM

ADDITIONAL INFORMATION

- Driving License: Category BC
- Military Service: Completed
- Availability: Immediate / 1 Month Notice