



Ulviyya Huseynova



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📅 Jun 19, 1999

🌐 Azerbaijani

SKILLS

- **Technical Skills:** JIRA Service Desk, ESD, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Outlook, IT Security.
- **Soft Skills:** Effective Communication, Critical Thinking, Problem-Solving, Attention to Detail, Adaptability / Flexibility, Rapid Learning, Emotional Intelligence (EQ)

LANGUAGES

- English | Intermediate
- Russian | Elementary
- Turkish | Advanced

EXPERIENCE

- **Jan 2024 Present**
SPECIALIST
Digital Medical Solutions LLC under TABIB. Baku, Baku, Azerbaijan
Digital systems support specialist
 - **System Implementation and Support:** Providing successful implementation and technical support of the Hospital Management System (HIMS) in public and private medical facilities.
 - **User Adaptation:** conducting practical training for users on new system functionalities and preparing video instructions to speed up the adaptation process.
 - **Incident Management:** Analysis and resolution of software-related requests from businesses via the JIRA Service Desk to ensure uninterrupted digital support.
 - **Digital Document Management:** Management of official correspondence through the Electronic Document Management System (ESD) and organization of digital transmission of hospital documents for insurance claims
 - **Insurance Data Coordination:** Coordinating the secure transfer of official medical documentation to insurance organizations during active insurance events.
- **Aug 2022 Jan 2024**
JUNIOR SPECIALIST
State Agency on Mandatory Health Insurance. Baku, Baku, Azerbaijan
Junior specialist on information systems support
 - **Incident Management:** Management and resolution of technical service requests from all public and many private hospitals
 - **Digital Correspondence:** Processing of officially entered requests from other organizations, execution of requests and management of response letters through the Electronic Document Management System (ESD).
- **Sep 2022 Feb 2023**
TEACHER
Kainat Education Center. Baku, Baku, Azerbaijan
 - Informatics subject for bachelor's students preparing for a master's degree exam
- **Dec 2020 May 2022**
PROGRAM ADMINISTRATOR
"Rish" Medical. Baku, Baku, Azerbaijan
 - **Operational Management:** Overseeing all program activities to ensure alignment with strategic objectives and optimal resource utilization.
 - **Process Optimization:** Identifying and resolving operational bottlenecks to enhance performance and streamline workflows.
 - Ensuring continuity by solving software problems immediately.

EDUCATION

- **Sep 2022 Jun 2024**
MASTER OF SCIENCE (MSc) IN IT ENGINEERING
Azerbaijan Technical University. H.Javid ave 25, Baku, Azerbaijan
Specialization: Information Protection and Security
Graduated with Distinction (Honors Degree)
2022 - 2024
- **Sep 2016 Jun 2020**
BACHELOR OF SCIENCE IN MATHEMATICS TEACHER
Baku State University.
Faculty: Mechanics and Mathematics
2016 - 2020