



DILGAM HASHIMOV

OPERATIONS MANAGER

Date of birth: 17/07/1990

Nationality: Azerbaijani

Gender: Male

CONTACT

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EXPERIENCE

- OPERATIONS MANAGER**
2025, Nov - 2026, Feb

Cupcup | Baku, Azerbaijan
Led overall operations and business development, improving performance standards, service quality, and financial results.

 - Optimizing supply chain and vendor agreements
 - Implementing SOPs for consistent operations
 - Ensuring quality control and food safety compliance
 - Organizing brand events and promotional activities
 - Managing area managers and store teams with training oversight
 - Reviewing financial results and driving improvements
 - Driving sales growth through targeted business initiatives
- OPERATIONS MANAGER**
2022, Aug - 2025, Sep

Bubbles LLC | Baku, Azerbaijan
Led operational strategy and business growth, optimizing efficiency, quality, and profitability.

 - Strengthening the supply chain and renegotiating vendor contracts
 - Developing and implementing standard operating procedures (SOPs)
 - Establishing and maintaining quality control and food safety systems
 - Creating new beverage recipes based on customer feedback
 - Planning and organizing brand events and promotions
 - Managing area managers and store teams, leading training programs
 - Analyzing financial performance and developing improvement strategies
- RESTAURANT DIRECTOR**
2021, July - 2022, July

Coffee Mode | Baku, Azerbaijan

 - Oversee restaurant operations, finances, and growth
 - Managing budgeting, forecasting, and expense control
 - Maintain operational standards and service quality
 - Ensuring compliance with food safety, hygiene, and labor regulations
 - Implement technology and process improvements
 - Leading and developing management and staff teams
 - Monitoring guest satisfaction and enhancing service performance
 - Representing the brand in local marketing & public relations activities
- RESTAURANT MANAGER**
2021, March - 2021, June

 - Managing daily restaurant operations across front, back of house
 - Controlling inventory, supply orders, and stock levels
 - Enforcing food safety, sanitation, and service standards
 - Analyzing sales reports and optimizing operational expenses
 - Recruiting, training, and supervising staff members
 - Handle guest complaints and ensure high service standards
 - Creating a welcoming and positive guest environment
- BAR MANAGER**
2020, Dec - 2021, March

 - Leading bar operations and team
 - Ensuring beverage quality standards
 - Creating seasonal drink menus
 - Managing inventory and supplies
 - Supervising hygiene and equipment
 - Training and mentoring staff
 - Improving customer satisfaction
- RESTAURANT MANAGER**
2018, Oct - 2020, Nov

Moon Blue Jazz Club | Baku, Azerbaijan

 - Managed daily restaurant & bar operations
 - Supervised staff and organized work schedules
 - Ensured service quality and guest satisfaction
 - Controlled inventory and coordinated supplier orders
 - Managed reservations and table flow during peak hours
 - Resolved guest issues and maintained a welcoming atmosphere
 - Coordinated event and live music night preparations
- BAR MANAGER**
2016, Nov - 2017, Nov

Crescent Beach Hotel Resort | Baku, Azerbaijan

 - Leading the bar team and supervising daily operations
 - Maintaining beverage quality and presentation standards
 - Developing new cocktail recipes and seasonal drink menus
 - Monitoring equipment condition and hygiene compliance
 - Training staff and supporting professional development

EDUCATION



BARTENDER
CERTIFICATE
2012- 2014

Bartender School | Baku, Azerbaijan

FINANCE &
ACCOUNTING
2008 - 2012

Azerbaijan State Economic University | Baku, Azerbaijan

LANGUAGES

Azerbaijani - Native

Russian - Native

English - Basic

SKILLS

- Proven team management and leadership experience in diverse environments
- Highly motivated, goal-oriented, and results-driven
- Excellent interpersonal and communication skills
- Strong commitment to organizational goals and values
- Ability to work independently and take initiative
- Adaptable and quick to learn new concepts
- Problem-solving and critical thinking abilities
- Strong organizational and time-management skills
- Collaborative mindset with a focus on achieving team success