



SANEMKHAN
ABDULLAEVA

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PROFESSIONAL SUMMARY

Lecturer at Marketing Department with 7 years of lecturing and tutoring experience of all Marketing related subjects (Marketing Management, Marketing Research, Consumer Behavior, Principles of Marketing, Brand Journalism and Content Strategy) and others (Quantitative Methods, Statistics, Basics of Quantitative Study). Dedicated, proficient at building and maintaining professional relationship, excellent team-player as well as independent professional.

SKILLS

- Microsoft Office - excellent
- Customer relations
- Teamwork
- Collaboration
- Multitasking
- Assign grades
- Proficient in NVivo, STATA, NView, DEA softwares
- Training
- Analytical thinking
- Networking
- Counsel undergraduates
- Plan courses

EXPERIENCE

Lecturer, Westminster International, Sep 2014 - Current, Tashkent

- Prepared professional course syllabus to inform students about plans and requirements.
- Maintained regular office hours to meet with students face-to-face and discuss various questions.
- Handled many issues via email to give students reliable support for academic needs.
- Taught assigned Marketing Research, Consumer Behaviour, Marketing Management, Digital Marketing, Quantitative Methods, Strategic Marketing and Brand Journalism and Content Strategy courses with pre-planned lessons.
- Delivered instruction via Big Blue Button platform to serve larger student groups and deal with situations requiring remote learning.
- Moderated engaging classroom discussions to lead the students into deeper explorations of topics raised during lectures and in the textbook.
- Contributed to the department's success by recommending successful strategies to meet academic and student needs.
- Engaged in service activities with colleagues and students for university, community, and professional organizations.
- Designed and developed course materials from learning objectives and selected ideal textbooks.
- Helped struggling students understand the field and better grasp core topics vital to continued studies.

Junior Researcher and International Relations Officer, Institute for Forecasting and Macroeconomic Research under Cabinet of Ministers of RUz, Sep 2014 - Jul 2015, Tashkent

- Conducting research effectively by maintaining accurate records of experiments and analyses performed, conducting relevant literature searches, and maintaining an up-to-date knowledge of all current methods of experimentation.
- Contributing the development of new projects and grants by conducting literature searches, experimental research, and proposal writing.
- Contributing to the dissemination of knowledge gained through research by preparing and publishing findings and presenting findings in meetings with partners and at scientific conferences.
- Contributing to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other backgrounds.
- Remain incompetent and current through self-directed professional reading, developing professional contacts with

colleagues, attending professional development training, and attending training and/or courses required by the supervisor.

- Cultivated strategic relationships with outside organizations and events, trade shows, and conferences.

International Liaison Manager (Online Customer Service Supervisor), RJ Cosmetics, Dec 2011 - Aug 2014, Kuala Lumpur, Malaysia

- Provide required training to the staff or employees to deliver excellent customer service.
- Have to read pertinent journals, attending meetings and courses to be aware of the latest updates.
- Analyzing the data or statistics to identify the customer service level, the organization is providing.
- Resolved customer questions and complaints via inbound and outbound customer contact.
- Reviewed staff performance and provided performance appraisals and recommendations for improvement.
- Attended meetings with management to review unit performance and status of collections.
- Oversaw telephone and email outreach to current and prospective customers.
- Supervised and guided staff, providing technical assistance to meet department and organizational goals.
- Monitored day-to-day activities of all sales support operations.
- Trained new employees in all aspects of office practices and procedures.

Front Office Manager, Bemidavs" Ltd (Foreign Language Learning Centre JUST), Aug 2009 - Nov 2009, Tashkent

- Giving the primary information about language courses offered by "JUST", direct marketing
- Full responsibility for paper documents in the office
- Designing the advertisement for the papers and journals about the center
- Organizing the events in cooperation with teachers for the students of center
- Supervision of employees and students

EDUCATION

Master of Science, Major: Economics, Minor: Islamic Banking

Oct 2013

University of Malaya - Kuala Lumpur, Malaysia

MA in Economics Topic of the thesis: "Impact of the 2008 Financial Crisis on Islamic and Conventional Financial Institutions: A Case Study of GCC countries". GPA: 3.15

BBA, Marketing

Jun 2008

Tashkent State Aviation Institute - Tashkent, Uzbekistan

BA in Marketing.

Graduated with GPA 3.8. (With Honors)

REFERENCES

REFERENCES References available upon request.

INTERESTS

INTERESTS . Personal interests include reading, sightseeing, swimming and getting together with friends