

ILKIN AZIZ, PMP®, PMI-ACP®, PSM™ I

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PMP®, PMI-ACP®, PSM I certified project management professional with 5+ years of experience in project portfolio coordination, PMO governance, methodology improvement, executive reporting, and end-to-end delivery of digital, banking, telecom, and internal automation initiatives. Experienced in aligning project portfolios with business strategy, improving project management processes, controlling documentation quality, tracking KPIs, managing risks and dependencies, and preparing management-level reports for decision-making. Skilled in working with business, IT, risk, compliance, finance, procurement, legal, and executive stakeholders in regulated financial environments.

Languages:

Azerbaijani – Native

Russian – Native

English – Fluent

EXPERIENCE

DECEMBER 2024 – PRESENT

PROJECT MANAGER, "PASHA BANK" OJSC

- Overseeing a portfolio of strategic digital, reporting, and automation initiatives, coordinating scope, schedule, budget, and dependencies across multiple parallel projects, and ensuring alignment with corporate strategy.
- Acting as a project delivery lead for 3 project managers, ensuring consistent application of project management standards, quality of project documentation, timely risk escalation, stakeholder alignment, and management-level reporting across initiatives.
- Selecting and applying the right delivery methodology (waterfall, agile, scrum, hybrid) per project type and business need, and standardizing project documentation across initiatives.
- Controlling project governance documentation, including project charters, scope definitions, requirements, delivery plans, risk registers, status reports, acceptance documents, and closure materials.
- Defining KPI frameworks to evaluate delivery performance and post-implementation outcomes of completed projects, supporting management review and decision-making.
- Collaborating with business, IT, data, risk, compliance, and executive stakeholders to align priorities, clarify dependencies, and support timely decision-making.
- Planning, assessing, controlling, and mitigating project risks, maintaining a risk register, and escalating critical blockers to management.
- Coordinating pilot rollouts, UAT validation, and acceptance of delivered features against agreed requirements, Definition of Done, and stakeholder expectations, and sign-off through acceptance acts.
- Designing and improving delivery and reporting processes, increasing reporting speed by 40% and standardizing weekly, monthly, and quarterly portfolio governance reviews.
- Reviewing weekly, monthly, and quarterly project portfolio reports and converting project status, milestones, KPIs, risks, and dependencies into management-level insights and recommendations.
- Supporting procurement and tender activities including tender package preparation, PR/PO processing, contract follow-up, and payment/acceptance tracking.
- Supported continuous improvement of project delivery practices by standardizing reporting templates, documentation flow, governance checkpoints, and escalation routines.

AUGUST 2023 – DECEMBER 2024

SCRUM MASTER/AGILE COACH, "KAPITAL BANK" OJSC

- Translated business and stakeholder needs into clear backlog items, user stories, sprint objectives, and acceptance criteria, ensuring alignment between product goals, customer value, and technical feasibility.
- Provided product and delivery support for SME/Micro segment initiatives, contributing to backlog alignment and stakeholder coordination.
- Partnered with Product Owners, IT leads, business stakeholders, and data teams to define MVP scope, prioritize features, and align sprint goals with product roadmap and business value.
- Improved backlog refinement and sprint planning quality by helping teams clarify priorities, dependencies, blockers, acceptance criteria, and delivery commitments.
- Supported CRM, digital communication, campaign management, and analytics initiatives by coordinating product, IT, marketing, and data stakeholders around customer segmentation, performance reporting, and delivery priorities.
- Supported second line of defense activities by providing product-related information, documentation, and clarifications as needed.
- Contributed to approximately 40% reduction in time-to-market by improving backlog quality, prioritization discipline, sprint planning, and cross-team alignment.
- Led and coached 5+ cross-functional squads in Agile delivery, standardizing ceremonies and ways of working, increasing sprint predictability, and improving delivery efficiency by 30%.
- Facilitated Agile ceremonies including sprint planning, daily stand-ups, reviews, retrospectives, and backlog refinement.
- Coordinated with business, IT, risk, and control stakeholders to clarify requirements, dependencies, risks, and acceptance expectations before delivery.

JULY 2022 – AUGUST 2023

EXECUTIVE ASSISTANT TO DEPUTY CHAIRMAN, "AZERGOLD" CJSC

- Coordinated board-level meetings, agendas, minutes, and action tracking for Deputy Chairman's office. Supported executive reporting, stakeholder communication, and governance documentation for strategic decisions.

MAY 2022 – JULY 2022

PROJECT MANAGER, "AZESERVICE CATERING" LLC

- Managed end-to-end planning and execution of corporate event and service improvement initiatives, managing procurement, vendor selection, budgeting, logistics, and contract coordination.
- Introduced feedback mechanisms and achieved 90%+ satisfaction score from attendees.

OCTOBER 2021 – MAY 2022

PROJECT MANAGER, "G-5 GROUP" LLC

- Acted as Product Owner / Project Manager for multiple digital and service products, including telecom and IP-telephony solutions, CRM platforms, and digital services.
- Gathered client and business requirements, clarified the "what" and "why" behind requested changes, and translated them into feature definitions, execution plans, and prioritized release scope. Prioritized product enhancements by considering customer value, expected business impact, cost, budget constraints, and technical feasibility.
- Coordinated procurement, vendor contracts, and execution across technical teams to ensure timely rollout.
- Developed performance tracking dashboards to monitor usage, service efficiency, delivery progress, and operational KPIs. Maintained alignment with corporate and client expectations through iterative feedback, stakeholder communication, and adjustment cycles.

APRIL 2020 – OCTOBER 2021

CUSTOMER SERVICES (CALL CENTER) MANAGER/PROJECT MANAGER,

"DIGITAL SERVICES" LLC / "KIBRIT TECH." LLC

- Led product improvements for telemart.az e-commerce platform by analyzing operational issues, customer feedback, usability gaps, and stakeholder requests, then converting them into prioritized enhancement initiatives.

- Managed development of a Food Order Management System (FOMS), integrating restaurants and call center operations for order coordination, tracking, and service control.
- Led delivery of 8Sual mobile/telecom service, coordinating feature execution, vendor delivery, and user experience improvements.
- Coordinated CRM system development to centralize customer data, interaction history, reporting, and service follow-up, improving visibility over customer needs and operational performance.
- Used call center performance data, customer complaints, and service trends to identify product and process improvement opportunities.
- Managed planning, budgeting, and execution oversight across cross-functional teams, ensuring realistic timelines, resource allocation, and delivery control. Designed and delivered data-driven reports for leadership, strengthening decision-making and operational visibility.

MAY 2018 – APRIL 2020

CUSTOMER SERVICE REPRESENTATIVE/CALL CENTER TEAMLEADER, "DIGITAL SERVICES" LLC / "AVAND TECH" LLC

- Supervised 15+ call center agents, monitored KPIs, coached team members, improved average resolution score by 20%, and maintained 100% team retention.

CERTIFICATIONS

- **PMP®** — Project Management Institute, 2023
- **PMI-ACP®** — Project Management Institute, 2024
- **PSM I** — Scrum.org, 2023
- **ICP-PDM** — ICAgile, 2024
- **Semi-finalist** — Yüksəliş 5 National Leadership Competition, 2025

TRAINING & MENTORSHIP EXPERIENCE

PROJECT MANAGEMENT TRAINER & MENTOR, FELAB (LTC LAB) LLC / PASHA BANK OJSC | JUNE 2024 – PRESENT

- Delivered PMP, Agile, Scrum, and Hybrid trainings for 200+ professionals, including scenario-based exercises on stakeholder engagement, risk, governance, and delivery.
- Built training curricula and standardized delivery frameworks, demonstrating the ability to develop and improve project management methodology based on business needs.

EDUCATION

SEPTEMBER 2024-JULY 2026

MBA – PROJECT MANAGEMENT,
UNEC, BAKU, AZERBAIJAN

SEPTEMBER 2018-JANUARY 2019

BACHELOR OF BUSINESS ADMINISTRATION (EXCHANGE PROGRAM),
KADIR HAS UNIVERSITY, ISTANBUL, TURKEY

2015-2020

BACHELOR OF BUSINESS ADMINISTRATION, ADA UNIVERSITY, BAKU, AZERBAIJAN

SKILLS

- **PMO & Portfolio Governance:** Project Portfolio Management, Strategy Alignment, PM Methodology Improvement, Project Governance, Documentation Control, KPI-Based Project Effectiveness Evaluation, Portfolio Reporting, Process Improvement, Executive Reporting
- **Agile & Delivery:** Agile Delivery, Sprint Planning, Backlog Refinement, Sprint Review, Retrospective, MVP Definition, UAT Coordination, Definition of Done Validation, Cross-functional Team Coordination
- **Banking, Risk & Stakeholders:** Digital Banking Products, Business Banking / SME Product Development, Stakeholder Management, Product Risk Identification, Risk Mitigation Follow-up, Compliance Alignment, Executive Reporting, KPI Reporting, Business-IT Alignment
- **Tools:** MS Project, MS Excel (advanced), MS Visio, MS PowerPoint, Jira, Confluence, Power BI, Figma, Miro, Notion