

Botagoz Unshibayeva

Dubai, UAE • botagoz@aramex.com, open_kz@inbox.ru ; whatsapp +971 52 940 59 57 ; cell +77028501212

Dedicated and results-driven professional with more than 10 years of experience in and knowledge of account management, public relations, project management, and audit and assurance. Excellent interpersonal and communication skills; interact favourably with C-level contacts, interdepartmental teams, and external clients. Establish plans, goals, and processes to assure that strategies are competitive, effective, and protective of long-term success. Skilled at completing projects within tight timelines. Take pride in the ability to motivate, energise, and lead to successful outcomes. Sincere and honest with a high level of personal and professional integrity. Use balanced judgment and analyse information before making decisions. ***Proven expertise in:***

- Team Leadership
 - Strategic Planning & Analysis
 - Marketing / Sales
 - Training & Development
 - Project Management
 - Budgeting & Forecasting
 - Relationship Building
 - Problem Resolution
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PROFESSIONAL EXPERIENCE

Aramex International – Dubai, UAE

Customer Account Executive, Jun 2014 to Feb 2019

Establish and sustain strong relations with existing and new clients through emails, visits and calls. Train and develop members of the staff on new programmes. Steer efforts towards the identification and capturing of new business opportunities, definition of challenging KPIs, and costing and quoting of jobs as per client case.

Key Contributions:

- Orchestrated an exceptional customer service experience by timely resolving clients' concerns.
- Increased customer satisfaction levels by delivering simplified bespoke solutions.
- Enabled the achievement of bottom-line results by comprehensively meeting management's targets.
- Administered "Top 5" clients with zero complaints, and increased volume within one year period.

areas of expertise: Supply Chain, Logistics, Warehousing, Freight, E-commerce, Customer management, coordination, team lead

Kazakhstan Industrial Corporation – Astana, Kazakhstan

Chief Analyst, Production & Supply Group of Companies, May 2010 to Apr 2014

Harnessed astute analytical capabilities, and meticulously carried out rigorous financial performance, database, and cash flow analysis. Absorbed volumes of technical information for the development of business plans and forecasting of bank loan. Shadowed all cash flow activities for three civil construction, two pipeline, two transport, and seven supply companies. Created a comprehensive plan for the financial and economic activities.

Key Contributions:

- Controlled and mitigated risks and losses by highlighting nine companies with cash flow leaks.
- Enhanced vice president's decision-making capability through direct reports.
- Opened 13 audit and compliance cases, resulting in changes of company policies and cost control.

Areas of expertise Forecasting, Planning Budgeting, interaction with top-management

Technopark UniScienTech Ltd. –

Financial Officer, Sep 2007 to May 2010

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Utilised financial and economic management acumen for the business planning, calculations, studies, and resources administration of various ongoing projects as well as proved instrumental in adeptly analysing and monitoring cash and profit figures. Conducted economic analysis on all enterprise activities while collating required data, and compiling detailed management reports on the costing of finished goods.

Key Contributions:

- Monthly reported government on the realisation and investment planning of road construction.
- Leveraged rich mix of technical expertise for the budgeting and reporting of sand moulding project.
- Rendered technical services as consummate professional, defining prices for the mining corporation.

Area of expertise Project management, finance, analysis, reporting, budgeting, forecasting, cost control

TOO FA Alliance Finance –

Regional Centre Team Lead, Feb 2005 to Sep 2007

Directed and controlled customer service, sales department, documentation, and database teams while fostering congenial relations with business partners, banks, suppliers, and clients. Formulated reports for the top management as well as expanded business boundaries by searching for agents and new strategic locations.

Key Contributions:

- Successfully steered the start-up of country's first outsourced express loan company.
- Elicited and distilled operational requirements, sales visit, cold calls, marketing.
- Credited by the top management for achieving 120% targets and professional demeanour.

Areas of expertise: sales, marketing, team lead

KF JSC Bank Caspian –

Customer Service Express Loans, Documentation Team, Oct 2004 to Jan 2005

Cultivated an informed information system by periodically updating the database. Categorised clients by loan requirements, solvency, and obligations. Determined and managed associated risks and documents.

Key Contributions:

- Kept updated with bank's products and services, and presented lucrative proposals to potential clients.
- Attracted and captured customers by informing them on loyalty programme benefits.

Areas of expertise: sales, documentation

EDUCATION AND CERTIFICATION

Bachelor's Degree in Micro-Economics & Management

National Eurasian University of Gumilyov, **City, Location**

Bachelor's Degree in Law with Concentration in Civil Law

National Eurasian University of Gumilyov, **City, Location**

Problem Solving Skills, Stanford Business School

Seminar, Communication Techniques

Training, SAP (Online)

LANGUAGES

Kazakh (Native), English (Fluent), Russian (Fluent)