

SHUSHANNA
POGHOSYAN

CUSTOMER SUPPORT
PROFESSIONAL & SALES
MANAGER

✉ SHUSHANNA55@GMAIL.COM

☎ 7476096644

📍 Burbank 91205

EDUCATION

Business Administration and
Management

Armenian State University of
Economics

📅 July 2012

- SKILLS
- CRM Software
 - Sales Forecasting
 - Account Management
 - Product Knowledge
 - Strategic Planning
 - Communication
 - Active Listening
 - Adaptability
 - Negotiation
 - Customer Support
 - Relationship Building
 - Conflict Resolution
 - Sales Strategy
 - Team Leadership

CAREER OBJECTIVE

Offering abilities in customer support and relationship building, with experience in managing client inquiries and promoting services. Skilled in CRM software and strategic planning, driving customer satisfaction and revenue growth. Adaptable professional with strong communication and negotiation skills

WORK EXPERIENCE

Front Desk Receptionist

SVH Tours and Service

📅 November 2024 - March 2025 📍 Glendale CA91201

- Assist clients with inquiries, provide information about travel packages.
- Promote travel packages and services to clients.
- Manage paperwork, maintain client records, and ensure all transactions are properly documented.

Sales and Service Specialist of Agency Department

Nairi Insurance

📅 April 2017 - March 2023 📍 Armenia, Yerevan 0033

- Orchestrated client meetings to comprehend their requirements and devise customized solutions.
- Fostered robust relationships with clients, ensuring loyalty and fostering long-term collaborations.
- Surpassed sales targets consistently, substantially boosting revenue growth.
- Garnered high ratings and laudatory feedback from clients, indicating excellent satisfaction levels.
- Explored and capitalized on new market opportunities, augmenting client base and sales volume.

Tour Manager

TimeTravel

📅 July 2013 - March 2015 📍 Armenia, Yerevan 0010

- Orchestrated travel for 20-30 tourists maintaining safety and scheduleManaged documentation for personalized service.
- Collaborated with local vendors for optimized logistics.
- Devised contingency plans for uninterrupted travel.
- Boosted guest satisfaction through proactive problem-solving.

Operator Sales Consultant

HayPost

📅 November 2015 - February 2017 📍 Armenia, Yerevan 0002

- Assisting customers with mailing needs, answering questions about services.
- Sorting and organizing incoming and outgoing mail, processing payments for postage, shipping and other postal services using cash registers or electronic payment systems.
- Working together with other staff members to ensure efficient operation of the post office, promoting special services or programs from the post office to encourage customer use.

ACCOMPLISHMENTS

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