

ABOUT ME

I am an enthusiastic, highly motivated and results driven individual with a strong foundation in banking and business. With 2 years of valuable experience in banking sector and 3 years in business, I have developed versatile skill set that encompasses financial analysis, risk assessment, customer relationship management, and strategic business development. Armed with a bachelor's degree in management, I possess a solid academic background that complements my practical expertise. I have ability to adopt quickly to dynamic work environments and commitment to achieving excellence in all endeavors.

SKILLS

- Fluent Armenian, Russian
- Client management
- Customer and client focused
- Communications
- Problem solving

EXPERIENCE

2024-Present

HAYPOST USA

Client Relationships Representative

- Delivered exceptional customer service by responding to inquiries via phone, email, and in-person.
- Assisted clients with mail, package tracking, and postal service information.
- Resolved customer issues efficiently and professionally, ensuring high satisfaction rates.
- Maintained accurate records and handled transactions using internal systems.
- Worked collaboratively with team members in a fast-paced, customer-focused environment.

2022-2023

HSBC BANK ARMENIA

Branch Representative

- Effectively manage financial center traffic, appointments, calls Manage cash responsibilities
- Collaborated with team members to meet and exceed branch sales and service goals.
- Maintained accurate records and adhered to regulatory compliance standards for financial transactions.
- Identified and addressed customer needs, resulting in increased member satisfaction and retention.

2020-2022

ZOREV LLC

Co-Founder, Business Developer

- Collaborate with the founding team to formulate the company's business strategy, including identifying target markets, sourcing suppliers and establishing distribution channels.
- Research and identify suppliers, negotiate deals, and manage the procurement of good to ensure high quality and cost effective products for the business.
- Develop and manage sales and marketing strategies to promote and sell imported goods.

EDUCATION

2018-2022

European University of Armenia

BUSINESS MANAGEMENT