

ANAHIT MANUKYAN

Customer Service Manager

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SUMMARY

Strong experience in Customer Service Management in different fields. IT Delivery & Project Manager with 4+ years of experience leading enterprise-scale AI, GenAI, and SaaS initiatives across multiple industries. Proven ability to deliver complex programs from MVP to production in collaboration with global engineering teams and Fortune 500 clients, including FAANG-level organizations under NDA. Strong expertise in Agile delivery, stakeholder management, and technical program execution.

CORE COMPETENCIES

- Program & Delivery Management (End-to-End)
- Agile & Scrum (Sprint Planning, Release Management)
- GenAI, Agentic AI, RAG Systems
- Cross-Functional & Distributed Team Leadership
- Budgeting, Risk & Vendor Management
- Product Roadmaps & Backlog Ownership
- Stakeholder, Executive & Client Communication

Tools: Jira, Confluence, Azure DevOps, Trello, Miro, Figma, Canva

PROFESSIONAL EXPERIENCE

Delivery Manager | Grid Dynamics

Jun 2024 - Present

- Lead delivery of multiple enterprise-scale GenAI initiatives, including Agentic AI and RAG-based solutions, from MVP through production deployment.

- Currently managing a GenAI program for a FAANG-level company under strict NDA, driving delivery, cross-team coordination, and release execution.
- Partner with engineering, product, data, and client stakeholders to align technical execution with business goals.
- Manage delivery reviews, release planning, dependencies, and risk mitigation across parallel workstreams.
- Own budget planning, vendor coordination, and delivery forecasting.
- Support hiring, onboarding, coaching, and performance feedback for project teams.
- Deliver solutions for multiple enterprise clients across insurance, retail, finance, gaming, search platforms, and AI-driven products.

IT Product / Project Manager | Blockstars.tech

Nov 2022 – Mar 2024

- Defined project charters, scope, timelines, and delivery metrics for project and product initiatives.
- Led development of an internal CMS, improving documentation quality and financial tracking.
- Facilitated Agile ceremonies to improve delivery predictability and team velocity.
- Managed executive, stakeholder, and investor communications.
- Owned product roadmaps, marketing coordination, and hiring processes.

IT Project Manager | Exio.Tech

Oct 2021 – Oct 2022

- Delivered multiple IT projects on time and within budget across web and mobile platforms.
- Managed international clients and enterprise stakeholders.
- Led technical discovery, estimation, and client alignment sessions.

Project Manager | Web Projects

Aug 2020 – Oct 2021

- Managed schedules, documentation, and task tracking for web-based applications.
- Led Scrum ceremonies across sprint cycles.
- Reduced delivery timelines by ~10% through structured task management.
- Supported lead generation initiatives, achieving a 30% response rate.

INDUSTRY EXPERIENCE

IT & SaaS • Artificial Intelligence & GenAI • Hardware-Integrated Systems • Insurance • Retail & E-commerce • Finance & FinTech • Gaming • Search Platforms • Web Applications • Mobile Applications

EDUCATION

American University
Master of Science in Management

American University
Bachelor of Science in Computer Science

CERTIFICATIONS & PROGRAMS

EPIC STRIVE Program

LANGUAGES

English (C1) | Armenian (Native) | Russian (A2)