



# Rafayel Mukoyan

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## PROFESSIONAL SUMMARY

Detail-oriented, organized, and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

## SKILLS

- Customer service
- Conflict resolution
- Team collaboration
- Time management
- Decision-making
- Verbal and written communication
- Stress tolerance
- Customer relations

## WORK HISTORY

### DISPATCHER

01/2020 to CURRENT

#### Liberty Logistics | Yerevan, Armenia

- Monitored and prioritized incoming service requests to ensure timely responses.
- Utilized dispatch software to coordinate vehicle assignments and track routes effectively.
- Communicated with drivers to provide updates on schedules and address operational issues.
- Assisted in maintaining accurate records of dispatch activities and service logs.
- Coordinated logistics and scheduling for timely delivery of freight across multiple routes.
- Monitored driver compliance with safety regulations and company policies to ensure operational efficiency.

### SALES CONSULTANT

03/2014 to 01/2020

#### ASEDL LLC | Yerevan, Armenia

- Developed and executed effective sales strategies to enhance customer engagement and satisfaction.
- Analyzed market trends to identify opportunities, driving product positioning and promotional campaigns.
- Mentored junior sales team members, fostering skill development and improving overall team performance.
- Collaborated with cross-functional teams to streamline processes, enhancing operational efficiency and customer experience.

## EDUCATION

### Bachelor of Science | IT

05/2017

#### National Polytechnic University of Armenia, Yerevan, Armenia

### High School Diploma

05/2010

#### USV, Yerevan, Armenia

### No Degree

05/2004

#### N139 School, Yerevan, Armenia

## CERTIFICATIONS

- WEB PROGRAMMING COURSES ( HTML, CSS, BOOTSTRAP, JAVASCRIPT, JQUERY, AJAX, PHP, OOP, MySQL, MVC, CODEIGNITER)

## LANGUAGES

English

Professional Working

Russian

Full Professional

Armenian

Native or Bilingual