



# Rafayel Mukoyan

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<b>PROFESSIONAL SUMMARY</b>	<p>Detail-oriented, organized, and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.</p>
<b>SKILLS</b>	<ul style="list-style-type: none"><li>Customer service</li><li>Conflict resolution</li><li>Team collaboration</li><li>Time management</li><li>Decision-making</li><li>Verbal and written communication</li><li>Stress tolerance</li><li>Customer relations</li></ul>
<b>WORK HISTORY</b>	<p><b>DISPATCHER</b> <span style="float: right;">01/2020 to CURRENT</span></p> <p><b>Liberty Logistics   Yerevan, Armenia</b></p> <ul style="list-style-type: none"><li>Monitored and prioritized incoming service requests to ensure timely responses.</li><li>Utilized dispatch software to coordinate vehicle assignments and track routes effectively.</li><li>Communicated with drivers to provide updates on schedules and address operational issues.</li><li>Assisted in maintaining accurate records of dispatch activities and service logs.</li><li>Coordinated logistics and scheduling for timely delivery of freight across multiple routes.</li><li>Monitored driver compliance with safety regulations and company policies to ensure operational efficiency.</li></ul> <p><b>SALES CONSULTANT</b> <span style="float: right;">03/2014 to 01/2020</span></p> <p><b>ASEDL LLC   Yerevan, Armenia</b></p> <ul style="list-style-type: none"><li>Developed and executed effective sales strategies to enhance customer engagement and satisfaction.</li><li>Analyzed market trends to identify opportunities, driving product positioning and promotional campaigns.</li><li>Mentored junior sales team members, fostering skill development and improving overall team performance.</li><li>Collaborated with cross-functional teams to streamline processes, enhancing operational efficiency and customer experience.</li></ul>
<b>EDUCATION</b>	<p><b>Bachelor of Science   IT</b> <span style="float: right;">05/2017</span></p> <p><b>National Polytechnic University of Armenia, Yerevan, Armenia</b></p> <p><b>High School Diploma</b> <span style="float: right;">05/2010</span></p> <p><b>USV, Yerevan, Armenia</b></p> <p><b>No Degree</b> <span style="float: right;">05/2004</span></p> <p><b>N139 School, Yerevan, Armenia</b></p>

**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