



David Malkhassyan

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WORK EXPERIENCE

Customer service specialist

Prime Concept [01/2021 – 30/01/2024]

City: Moscow | **Country:** Russia | **Website:** <https://www.primeconcept.co.uk/>

- Assisting guests by performing various tasks such as:
- Making restaurant reservations
- Booking hotels

Restaurant host

Yeremyan Projects [07/2019 – 10/2020]

City: Yerevan | **Country:** Armenia | **Website:** <http://www.yeremyanproject.com/>

- Welcoming guests to the venue
- Providing accurate wait times and monitoring waiting lists
- Managing reservations
- Escorting customers to assigned dining or bar areas
- Greet customers upon their departure
- Coordinate with wait staff about available seating options
- Assist staff as needed

Merchandiser

Empirica LLC [01/2017 – 08/2017]

Address: Vardanants St. 8, 0010 Yerevan (Armenia)

- Managing layout plans of store and maintain inventory of products,
- Gathering information on market trends and customers' reactions to products,
- Control of the calculation of goods in stores and supermarkets;
- Control of arrangement of showcases and additional equipment;
- Monitoring the availability of the entire product range in the store company.

Sales manager

International Travel Plus [05/2016 – 12/2016]

Address: Ulitsa Sovetskaya 21, 454091 Chelyabinsk (Russia)

- Designing and implementing strategic business plans that expand company's customer base and ensure it's strong presence
- Building and promoting strong, long-lasting customer relationships by partnering with them and understanding their needs
- Presenting sales, revenue and expenses reports and realistic forecasts to the management team
- Identifying emerging markets and market shifts while being fully aware of new products and competition status

Manager

"Belaya Rus" LLP - Industrial and trading company [03/2015 – 08/2015]

City: Rudny | Country: Kazakhstan | Website: <https://business.gov.kz/ru/directory-of-companies/detail.php?ID=38923>

- Management, organization and control of staff,
- Assortment and quality control,
- Ensuring a safe, secure, and legal work environment.
- Developing, coordinating, and enforcing policies, procedures, and productivity standards.
- Maintaining quality service by enforcing quality and customer service standards, analyzing and resolving quality and customer service problems, and recommending system improvements.
- Contributing to team effort by accomplishing related results as needed.

EDUCATION AND TRAINING

BA in International Tourism Management

South Ural State University

Address: Prospekt Lenina, 76, 454080 Chelyabinsk (Russia) | Website: <https://www.susu.ru/en>

- Theory and practice of tourist areas assessment with the consideration of recreational geography;
- Ergonomics of tourism and health care;
- Cluster approach in the design of tourist areas;
- Innovative approaches in designing service programs based on a study of the cultural heritage of the region;
- Pedagogy of tourism: theory and methodology.

Software engineer

Picsart Academy [07/02/2024 – Current]

City: Yerevan | Country: Armenia | Website: <https://picsartacademy.am/>

JOB-RELATED SKILLS

Job-related skills

JavaScript ES6+, HTML5, CSS3. Knowledge of asynchronous programming (Promises, async/await).

Experience with Git for version control.

Intercultural skills: Experience of work in multi diverse environment with people coming from different cultural background

Team Building Skills: Brainstorming, coaching, collaboration and idea accumulation, team conformism

Life skills: Adaptability, financial literacy, empathy, inquisitiveness, patience, sense of humor, cooking

LANGUAGE SKILLS

Mother tongue(s): Armenian

Other language(s):

Russian

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

English

LISTENING B1 READING B1 WRITING B1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

GIT version control, Linux Command / MongoDBCompass / Visual Studio - Visual basic / Source Code Editors: vim, Sublime Text, Visual Studio Code, notepad++ / Linux (main OS) / Microsoft Office / Discord, Trello, Slack, Teams / Linux (Terminal Commands, Bash/Shell) / API Manual Testing and Automation Testing with Postman and Newman

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

Able to work quickly and accurately under pressure in self oriented environment.