

Lilit Hayrapetyan

Google Certified Data Analyst



Contacts



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Languages

- Armenian (Native)
- English (Business fluent)
- Russian (Business fluent)
- Croatian (Intermediate)

Skills



- Communicational skills
- Conflict management skills
- Negotiation skills
- Detail-oriented
- Team player
- Time management



B Category.
Clean driving record.



Zagreb, Croatia

EDUCATION

Google Data Analyst Certificate, Coursera

2021-2022

- Gained and developed an immersive understanding of the practices and processes of data analysis
- Learned key analytical skills (data cleaning, analysis, & visualization) and tools (spreadsheets, SQL, R programming, Tableau)
- Implemented hand-on activities of cleaning and organizing data for analysis, and completed analysis and calculations using spreadsheets, SQL and R programming
- Learned how to visualize and present data findings in dashboards, presentations and commonly used visualization platforms
- Completed a Capstone Project demonstrating gained skills and knowledge throughout the course.

Python programming, NPUA "University-Private Sector Cooperation of Specialists" program

2021-2022

- Learned the principles, features of object-oriented programming and its implementation in the Python language.
- Get acquainted with basics of creating databases, the main principles of working with MySQL relational and MongoDB NoSQL database systems.
- developed skills in learning Python (Pandas, NumPy, Matplotlib) libraries.



Master student in Management

Polytechnic Institute of Bragança, Portugal

2015-2016

Master student in Economics and Management

National Polytechnic University of Armenia(NPUA)

2014-2015

Bachelor student in Economics and Management

National Polytechnic University of Armenia(NPUA)

2010-2014

WORK EXPERIENCE

Head of Department

Basic Corporation| 2019 - 2020

- Implemented sales analysis on a daily, weekly, monthly and annual basis.
- Analyzed and predicted sales and defined seasonal KPIs.
- Discovered slow moved goods and best sellers: accordingly took further actions for promoting sales of slow-moved once and reordering top-selling once.
- Managed and handled the procurement process
- Participated in fashion expos in EU for a selection of seasonal products.
- Planned and conducted promotional activities with the cooperation of marketing and sales departments.

Brand Manager

Basic Corporation | 2018 - 2019

- Arranged procurement processes and approved timeframe for logistics (including preparation of custom's documents and forms).
- Managed everyday communication with the local/international partners and maintain negotiation processes.
- Ensure the supply of the goods to the warehouses and stores.
- Handled inventory of warehouse and stores, discovered reasons and factors influencing on the stock surplus.

Junior Payment Specialist

ForexTime | 2018

- Analyzed, identified and handled payment system issues with support of IT department.
- Cooperated with internal/external departments, payment providers and stakeholders regarding setup details and technical issues.
- Prepared reports/ analysis on existing payment issues.
- Performed regular competition research and analysis.
- Identified innovative ideas to improve the customer journey and increase efficiency.

Call Center Specialist

Idram Payment System | 2014-2015

- Answered incoming calls, emails and live chat;
- Provided full, accurate and valid information and customer support;
- Identified customers technical issues and provided necessary technical support.
- Cooperated with other teams members and implement processes carried out by the departments.

Supervisor of "Door to door" group

Rostelecom Armenia (GNC-ALFA JSC) | 2013-2015

- Prepared and conducted coaching of new employees of the team, as well as provided full information about upcoming products/services to team members.
- Analyzed and prepared daily and weekly sales reports.
- Performed registration of customers' contracts and processed with documentations.
- Handled customer complaints and inquiries and pursued customers conflicts resolution processes.