

Lusine Harutyunyan



Profile Summary

As a result of my previous experience in various fields for more than 10 years, I possess professional communication and analytical skills especially in banking industry. My good language skills benefited me greatly in my previous job as a seller/cashier in the 'Tax Free Shop' at the Zvartnots Airport in Armenia and in Ineco Bank CJSC, where I had the opportunity to communicate with many people from different countries with different languages and create various customer relations. In addition to this, I worked closely with the companies where I helped them to understand the market and their customer needs better. Working for an outgoing company will therefore be very meaningful and fulfilling for me as I can contribute with my broad range of skills that I have gained during my employment history in different companies. Furthermore, I hope to develop my personal and professional skills to benefit not only myself, but the company as well.

Personal Information

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Personal and Professional skills

Responsible

Positive

Respectful

Receptive to feedback

High qualified communication skills

MS Office

Advanced

Employment History

Call Center and Card Monitoring Specialist, InecoBank CJSC

Erevan, Armenia

06/06 2020 - 23/08/2022

- Handles customer inquiries both telephonically and by email.
- Manages and resolves customer complaints.
- Analysis and reveal all fraud and suspicious transaction

Store Manager, Clean House LLC

Erevan, Armenia

06/30 2019 - 01/10 2019

- Overall care of staff and their well-being.
- Presentation of store and advertising displays.
- Recruiting, performance management, and workplace scheduling.
- Product management, including ordering, receiving, price changes, handling damaged products, and returns.

Personal and Professional skills

Photoshop

Advanced

An accounting program 1C

Advanced

HTML, CSS, JS, React JS, Node JS, Vue JS

Advanced

Hobbies

In my free time I like to go in for sports, because it is important for me to stay both in good physical and mental shape. Sometimes I relax in the kitchen as I experiment with new recipes to the delight of my family. I also like to spend time with my friends and walk in the fresh air in the evenings.

Languages

Armenian

Native

Russian

Fluent

English

Fluent

Spanish

Proficient

Employment History

Cashier/shop-assistant , Zvartnots International Airport, ADF Shops

05/2012 2012 - 01/06 2017

Zvartnots, Armenia

- Be involved in stock control and management.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Balancing cash registers with receipts.
- Responsible for security within the store
- Visual merchandising

Education

, Profit Training Center

07/01 2021 - now

Yerevan, Armenia

Introduction with the latest IT technologies and programmes such as HTML, CSS, JS emphasised in practic skills. Complete Web Development trainings with an opportunity to work with outgoing programming companies.

, Yerevan State Linguistic University after V. Brusov

2009 - 2013

Erevan, Armenia

Bachelor of Linguistics. Foreign languages English and German.

Different training courses for providing better sales and customer service,

2021 - 2017

- Training at Yerevan State Linguistic University after V. Brusov-13.02.13-26.03.2013
- Training at Byblos Bank as a cashier
- Trainings at Maran Wine Factory
- Training at Armenia Wine Factory
- Training at Karas Wine Factory
- Trainings at Abrikon of Ararat
- Training at Artsakh Brandy Company
- Training at Ararat Brandy Factory
- Training at Noy Brandy-Wine-Vodka Factory

Education

- Training at Gourmet Dourme Chocolate Factory
- Training at MAP Wine-Brandy Factory
- Training at Great Valley Brandy Factory
- Training at Getnatoun Wine Factory

• **, Secondary school №9 after R.Patkanyan**
Vagharshapat, Armavir

1998 - 2008

10-year primary school and high school.