



TATEVIK TADEVOSYAN

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📍 Lilla Västerbron 10,
Stockholm, Sweden

About Me

Experienced banking professional with a passion for technology and programming. Skilled in CRM, employee training, sales, communication, team management, market research, customer service, and project management. Proficient in effectively resolving problems, collaborating with teams, and quickly acquiring new knowledge.

Skills

- Computer Technology
- Network Technology
- Python
- HTML
- CSS
- Java Script
- C#
- UI

languages

English

Swedish

Russian

Armenian

Experience

Head of Contact Center 2017–2021

Inecobank CJSC

Led and managed the contact center team, overseeing responsibilities such as recruitment, training, and performance evaluation. Implemented strategies aimed at enhancing the efficiency and effectiveness of contact center operations. Conducted comprehensive market research to understand customer needs and preferences. Analyzed performance data to generate reports and offer recommendations to senior management.

Support Team, Branch Network Sales Division 2015–2016

Inecobank CJSC

Conducted sales training sessions for the branch network sales team to enhance their skills and knowledge. Offered support to help the team achieve their sales targets. Conducted market research to identify sales opportunities and understand customer needs. Analyzed sales performance data to generate reports and offer recommendations to senior management.

Customer Service and Business Processes 2014–2015

Management Division/specialist

Inecobank CJSC

Analyzed and assessed customer service procedures and processes, devising strategies to enhance operational efficiency and effectiveness. Monitored and evaluated the performance of customer service representatives, offering coaching and feedback to optimize performance.

Customer Service 2008–2014

Inecobank CJSC

Resolved complex customer issues and complaints promptly and effectively. Managed and trained new customer service representatives. Developed and executed strategies to enhance customer service and foster loyalty. Interacted with customers to address inquiries about products or services. Handled customer complaints professionally and in a timely manner. Processed customer orders, forms, applications, and requests.

Education

JENSEN yrkeshögskola

01/2024–10/2024

Programming

State Engineering University of Armenia

09/2003–06/2007

Economics and Management of Enterprises in
the Energetics Field