



DAVTYAN GARIK

LEADER OF CHANGE AND QUALITY

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Online CV: cv.davtyan.pro

PROFESSIONAL EXPERIENCE

- ❖ Making Strategy
- ❖ Strategic Analysis
- ❖ ISO 9001:2015
- ❖ Change Management
- ❖ Process Management
- ❖ SWOT Analysis
- ❖ Process Automation
- ❖ BKG & McKinsey Matrix

COMPUTER KNOWLEDGE

- ❖ MS Word
- ❖ MS Excel
- ❖ MS Powerpoint
- ❖ Etc.

PERSONAL QUALITIES

- ❖ Teamwork (Encouraging and Building)
- ❖ Result Orientation (Valuing and Encouraging)
- ❖ Responsibility
- ❖ Management and Leadership
- ❖ Strategic Thinking
- ❖ Self-Improvement, Learning and Development

HOBBY

- ❖ Music
- ❖ Sport
- ❖ Reading
- ❖ Hiking

LANGUAGES

- ❖ Armenian - Excellent
- ❖ Russian - Good
- ❖ English - Bad

EXPERIENCE

Head of unit BPM

2013 - to this day

"GNC-ALFA" JSC (Telecommunication...)

- ❖ Organization of business process automation process
- ❖ Management and development of CRM, assurance of uninterrupted operation
- ❖ Identify business processes
- ❖ Development of reporting system

QMS manager

2011 - 2013

"GNC-ALFA" JSC (Telecommunication...)

- ❖ Introduction and maintenance of functioning QMS
- ❖ Quality management of service and business processes
- ❖ Analysis internal processes and services for the purpose of increase of their efficiency (qualitative management)
- ❖ Structuring and systematization of business processes, working out of internal standard documents

Management systems consultant

2011 - 2014

"ASB MANAGEMENT" LTD.(Bureau veritas Armenia)

- ❖ Consulting, implementation and internal audit management systems and ISO 9001:2008 international standard

QMS specialist

2011 - 2011

"Ardshinvestbank" CJSC

Vice director

2007 - 2010

"Meble" LTD

Economist

2001 - 2002

"Christoff" LTD

EDUCATION

Management

1998 - 2002

[Erevan state economic institute](#)

Management (5 Year Graduate Diploma)

Management psychology

1997 - 1998

[Erevan state polytechnic university](#)

Management(with 2-year student was transferred to Yerevan State Economic Institute)

TRAININGS

"Change and Crisis Applied Management" the coach prof. dok.Fridrih Glazl: Development Consultant and Conflict Management

["Trigon" development consulting company](#)

Module Management of the course Modern Manager (Certificate)

[Graduate school of corporate management](#)

Loan Specialist (Finance, Insurance ... - No Certificate)

[Armenian-german foundation](#)

"Effective Management of Enterprise" (Successful Accomplishment Certificate)

[Armenian corporation of managemen](#)

Analytical thinking, able to solve difficult multiplane problems, strong leadership, goal oriented, initiative, stress management skills, communicative, value driven and ambitious.

My vision: to be in demand, first-class and leading expert in management.