



DAVTYAN GARIK

PERSONAL INFO

LOCATION: Yerevan, Armenia
 EXPERIENCE: 14 years
 DEGREE: Higher education
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BRIEFLY ABOUT ME

I have 14 years of working experience, 6 years in the financial and banking sector, and 8 years in IT and telecommunications. In parallel with my main job, I have worked as a consultant and auditor of management systems at Bureau Veritas. I have conducted and now also conduct personal and corporate trainings. I consult companies on strategic management, operational management, digital transformation and automation.

KEY COMPETENCIES

- ❖ Automation and digitalization
- ❖ Process management
- ❖ Operations management
- ❖ Troubleshooting
- ❖ Digital transformation
- ❖ Strategic management
- ❖ Strategic analysis
- ❖ Change management
- ❖ ISO 9001: 2015 Implementation
- ❖ Business analytics
- ❖ Management Accounting

WORKING EXPERIENCE

HEAD OF BUSINESS PROCESS MANAGEMENT DEPARTMENT from 2013 – up to now

Rostelecom Armenia (Telecommunication...)

- ❖ Implementation of the Company's operational management and assurance functions transferred by the CEO
- ❖ Organization of business processes management, developing reporting systems construction and document management support (standards, categories, regulations, procedures, etc.) and teamwork moderation
- ❖ Ensuring of identification, formalization, monitoring and optimization of the Company's business processes
- ❖ Restructuring of business processes, improving the manageability of the Company, ensuring the smooth operation of the company
- ❖ Ensuring and managing operational management systems of the Company
- ❖ Automation and digitalization of business processes, creation and implementation of logic for automation and digitalization
- ❖ Audit and functional analysis of the effectiveness of business processes, automation and digitalization. Determination of non-optimal sites of business processes, automation and formation of offers

KEY ACHIEVEMENTS

- ✓ Creating and restructuring of the logic, services and processes structure, that facilitated and reduced the financial and labor costs several times of automating and digitizing business processes
- ✓ Automated and digitized 70% of key business processes from scratch
- ✓ Solving the problem of the transition from eliciting errors to preventing them, that has reduced process execution time by 30%
- ✓ Creation and implementation of a knowledge base that has become the main source of information for employees, has reduced the number of internal trainings and the training of new employees by 80%

QUALITY MANAGEMENT SYSTEM (QMS) MANAGER 2011 - 2013

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

- ❖ Implementation of the Company's management organization and systematization function transferred by the CEO
- ❖ Construction of quality management system in accordance with the requirements of the international standard ISO 9001: 2008
- ❖ Ensuring measurement, monitoring and analysis of processes
- ❖ Conducting an internal audit, taking corrective and preventive actions, ensuring continuous improvement of processes
- ❖ Separation, optimization and graphic description of business processes system for the subsequent effective introduction of automated management systems
- ❖ Preparation of reports to senior management on Quality Management System (QMS) statement, submission of business process management and Company management improvement recommendations
- ❖ Working with inspection bodies of QMS and participated external auditors of third party

KEY ACHIEVEMENTS

- ✓ Quality management system (QMS) implementation from scratch and successful certification by Bureau Veritas
- ✓ Models of processes have built and implemented that have subsequently served as a basis for automated control system construction
- ✓ Customer satisfaction and loyalty rates increased by 40% through ensuring the function of management analysis
- ✓ Practical and theoretical training of the whole staff on quality issues and statistical methods and control tools has been implemented
- ✓ Implemented criteria, indicators and methods for evaluating the effectiveness in the implementation of processes and in the management of these processes

MANAGEMENT SYSTEMS CONSULTANT 2011 - 2014

Bureau Veritas Armenia

- ❖ Consulting on total management, efficiency, KPI, strategic management, operational management and quality management system
- ❖ Analysis and recommendation of Quality Management Systems (QMS) in the "client companies"
- ❖ Construction of quality management systems (QMS) according to the international standard ISO 9001: 2008
- ❖ Working with inspection bodies of QMS and participated external auditors of third party
- ❖ Conducting an internal audit and ensuring continuous improvement of processes in the "client companies"
- ❖ Theoretical training of the whole staff on quality issues and statistical methods and control tools in the "client companies"

PERSONAL QUALITIES

- ❖ Teamwork (Organization and Stimulation)
- ❖ Critical thinking
- ❖ Developed emotional intelligence
- ❖ Result orientation (goal setting and stimulation)
- ❖ Responsibility
- ❖ Management and leadership
- ❖ Strategic thinking
- ❖ Personal Improvement and Development
- ❖ Decision Making
- ❖ Flexible thinking
- ❖ Customer orientation

LANGUAGES

- ❖ Armenian - Excellent
- ❖ Russian - Good
- ❖ English - Elementary (A2)

COMPUTER SKILLS

- ❖ MS Word
- ❖ MS Excel
- ❖ MS PowerPoint
- ❖ MS Access
- ❖ Etc.

ADDITIONAL INFORMATION

- Driver license – Yes (B, C)
Relocation - Can be discussed
Business travel - Yes



KEY ACHIEVEMENTS

- ✓ Creation of a management evaluation system that was applied in "client companies"
- ✓ Successful certification of all companies that have been consulted on and implemented in quality management systems (QMS) by me
- ✓ Practical training of the whole staff on quality issues and statistical methods and control tools has been implemented
- ✓ Implemented criteria, indicators and methods for evaluating the effectiveness in the implementation of processes and in the management of these processes

QUALITY MANAGEMENT SYSTEM SPECIALIST

2011 - 2011

Ardshinvestbank" CJSC

- ❖ Bank and business process service quality management, and development of methodology for solving bank problems
- ❖ Analysis of internal processes and services to increase effectiveness (quality management)
- ❖ Ensuring the systematization of business processes
- ❖ Compliance of processes with legislative requirements and policies of the Bank
- ❖ Development of internal normative documents

DEPUTY DIRECTOR - "Meble" LTD

2007 - 2010

PROJECTS AND OTHER WORKS

- ✓ CREDIT BUREAU ACRA -implementation of information security management process, pre-certification audit of information security systems
- ✓ INGO ARMENIA - implementation of quality management system. The company has been successfully certified by Bureau Veritas to ISO 9001 standart
- ✓ CJSC MELLAT BANK - implementation of document circulation process for ISO 27001 certification audit
- ✓ STATE REVENUE COMMITTEE OF ARMENIA - - implementation of information security management process, the company has been successfully certified to ISO 27001 standart
- ✓ INSTIGATE LLC – internal audit of the quality management system and management evaluation. A comprehensive analysis of the company management system has been implemented by me and practical proposals have been presented. Trainings on process and quality management have been conducted.
- ✓ LLC LSOFT - internal audit of the quality management system and management evaluation
- ✓ CASA FOUNDATION - online training on quality and risk management. I have made brief training manuals on quality and risk management for the company
- ✓ ASUE - Since 2014 I was the member of the State Examination Commission at the faculty of Management in the Armenian State Economic University
- ✓ CJSC GNC-ALFA - regular trainings of quality management, process management, sales and customer service
- ✓ LANAR SERVICE LTD – Consultation of the transformation of organizational structure and implementation of the system of key performance indicators (KPI)
- ✓ SARAJYAN TRAININGS LTD - consulting on key management systems and key performance indicators (KPI). Cooperation in the field of counseling and training. The main areas of cooperation are strategic management, pragmatic management, digital transformation and automation
- ✓ PAYVA – consultation on digital platforms and the digital environment
- ✓ CONTRACT.AM – consultation on digital platforms, digital environment and process automation

EDUCATION

MANAGEMENT

1997 - 2002

Yerevan State Economic Institute

Management (5 Years Graduate Diploma)

TRAININGS

IGOR RYZOV - Negotiations with monsters

Sarajyan trainings

CHANGE AND CRISIS APPLIED MANAGMENT

The coach prof. dok.Fridrih Glazl, "Trigon" development consulting company

MODULE MANAGEMENT OF THE COURSE MODERN MANAGER

Graduate school of corporate management

EFFECTIVE MANAGEMENT OF ENTERPRISE

Armenian corporation of management