



DAVTYAN GARIK

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KEY COMPETENCES

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

PERSONAL QUALITIES

- ❖ Teamwork (Encouraging and Building)
- ❖ Critical thinking
- ❖ Developed emotional intelligence
- ❖ Result orientation (valuing and encouraging)
- ❖ Responsibility
- ❖ Management and leadership
- ❖ Strategic thinking
- ❖ Self-Improvement, learning and development
- ❖ Making decisions
- ❖ Flexibility of thinking
- ❖ Customer orientation

COMPUTER KNOWLEDGE

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

LANGUAGES

- ❖ Armenian - Excellent
- ❖ Russian - Good
- ❖ English - Elementary (A1)

For more detailed information, please see my online CV at: cv.davtyan.pro

EXPERIENCE

HEAD OF BUSINESS PROCESS MANAGEMENT DEPARTMENT

2013 - to this day

Rostelecom Armenia (Telecommunication...)

- ❖ Organization of business process automation and digitization
- ❖ Creation of logic for automation and digitalization
- ❖ Identify business processes, operational management
- ❖ Management and development of CRM, assurance of uninterrupted operation
- ❖ Development of reporting system

KEY ACHIEVEMENTS

- ✓ Automation and digitization of key business processes
- ✓ Creation of the logic and structure of services and processes, which several times facilitated the automation and digitization of business processes
- ✓ Solving the problems of transition from mistake detection to their prevention, which reduced the process time
- ✓ Creating a knowledge base

QUALITY MANAGEMENT SYSTEM (QMS) MANAGER

2011 - 2013

"GNC-ALFA" JSC (Rostelecom) (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

KEY ACHIEVEMENTS

- ✓ Implementation of quality management system from scratch
- ✓ Systematization of company processes
- ✓ The successful certification of the quality management system by Bureau Veritas

MANAGEMENT SYSTEMS CONSULTANT

2011 - 2014

Bureau veritas Armenia

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

KEY ACHIEVEMENTS

- ✓ Establishment of a management evaluation system
- ✓ Modeling the functional model of management evaluation

QMS SPECIALIST- "Ardshinvestbank" CJSC

2011 - 2011

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
- ✓ CJSC MELLAT BANK - implementation of document circulation process
- ✓ STATE REVENUE COMMITTEE OF ARMENIA - - implementation of information security management process
- ✓ INSTIGATE LLC – internal audit of the quality management system and management evaluation. Process management, quality management training
- ✓ LLC LSOFT - internal audit of the quality management system and management evaluation
- ✓ CASA FOUNDATION - online training on quality and risk management
- ✓ ASUE - Since 2014 I was the member of the state examination commission at the faculty of management every year in the Armenian state economic university
- ✓ CJSC GNC-ALFA - regular trainings of quality management, process management, sales and customer service

EDUCATION

MANAGEMENT

1997 - 2002

Yerevan state economic institute

Management (5 Year Graduate Diploma)

TRAININGS

CHANGE AND CRISIS APPLIED MANAGEMENT

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