



Անժելիկա Սարգսյան

Տարիքը 33 տար.

Հեռախոս (096) 19-9*-**

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Տարածաշրջան Երևան, Երեբունի

ՌԵԶՅՈՒՄԵ

Ընտանեկան կարգավիճակ Ամուսնացած եմ, ունեմ երեխաներ

Կրթությունը Բարձրագույն

Ուսումնական հաստատություն Երևանի պետական համալսարան

Լեզուներ

Հայերեն (100%)

Ռուսերեն (100%)

Անգլերեն (70%)

Վարորդական իրավունք B

Նախընտրած պաշտոն Վաճառքի գծով տնօրեն, Վաճառքի բաժնի ղեկավար, Վաճառքի բաժնի շուկայի զարգացման պատասխանատու

Աշխատանքային գրաֆիկ Ամբողջ դրույք, Կես դրույք, Ազատ գրաֆիկ

Ակնկալվող աշխատավարձ 500.000 դրամ և բարձր

Համակարգչային հմտություններ

MS Office (89%)

MS Outlook (93%)

Մասնագիտական ունակություններ • Corporate sales strategy and implementation • Customer Relationship Management (CRM) • Team leadership and staff development • Troubleshooting and problem-solving • Market and competitor analysis • Financial performance monitoring

Աշխատանքային փորձ և պրակտիկա Head of Corporate Sales – Fastnet-HNet LLC (2024–Present) Sales and Service Center Manager – UCOM CJSC (2022–2024) Premier Customer Service and Sales Specialist – UCOM CJSC (2021–2022) Customer Service and Sales Specialist – Telecom Armenia CJSC (2019–2021) Airline Ticketing Specialist – Khachatur Mkrtchyan PE (2013–2019)

Հետաքրքրություններ և հոբբի • Leadership and team development programs • Exploring sales and marketing trends • Traveling and cultural exchange

Նախընտրած աշխատանք Ադմինիստրատիվ, մենեջմենթ,

Ավելացնել Պորտֆոլիո



ANZHELIKA SARGSYAN
WORK HISTORY
CUSTOMER SERVICE REP.
Fastnet-HNet LLC
2024 July-Up to now
1. Developing and implementing Sales Strategies
2. Creating and setting up corporate sales development strategies and setting strategic goals
3. Planning to attract new clients and build long-term partnerships
4. Supporting the Sales Process
5. Planning, coordinating and monitoring the sales team's activities
6. Customer Relationship Management (CRM)
7. Team Leadership and Development
8. Recruiting, training and fostering the professional growth of the sales team
9. Market Analysis and Competitor Evaluation
10. Developing financial independent partners
11. Generating new Sales Opportunities

Skills and Service Center Manager
UCOM CJSC
2022-2023
• Received 10% and propose action plan to elevate client experience. Understood store goals and opportunities and support the team to meet these goals effectively and implement all company initiatives in a timely manner
• Planning Customer Service and Sales Specialist
UCOM CJSC
2021-2022
• Provide services to the customers according to the Company set standards and planned indicators, as well as follow up on their organization
• Inform and provide necessary advertising materials to the customers (specifications of products, services and handling)
• Provide technical support in products/services activation/
• Reproductive procedures
• Perform printed services, daily services & accessories
• Provide service to the customers in prepaid / postpaid products, voice and data tariffs)
• Prepare reports
• Monitor handling of customer claims and complaint

Customer Service and Sales Specialist
UCOM CJSC
2019-2021
• Provide services to the customers according to the Company set standards and planned indicators, as well as follow up on their organization
• Inform and provide necessary advertising materials to the customers (specifications of products, services and handling)
• Provide technical support in products/services activation/
• Reproductive procedures
• Perform printed services, daily services & accessories
• Provide service to the customers in prepaid / postpaid products, voice and data tariffs)
• Prepare reports
• Monitor handling of customer claims and complaint

ACADEMIC TRAINING SPECIALIST
TELECOM ARMENIA CJSC
2019-2021
• Monitor the process of sales, compare them with the training program policy
• Assist in the implementation of the training program
• Assist in the implementation of the training program

CONTACT INFORMATION
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40707024

PERSONAL PROFILE
I'm an experienced customer service representative with a verifiable track record of meeting complex issues quickly and winning customer loyalty.

EDUCATION
2019-2021 - YEREVAN STATE UNIVERSITY
THE FACULTY OF INTERNATIONAL
RELATIONS
2022 JULY-2022 DECEMBER - SSR
ACADEMY-DIGITAL MARKETING
2023 JUNE-2023 DECEMBER - GROW
EDUCATION- LEADERSHIP PROGRAM
HIGHLIGHTED SKILLS
• Conflict Resolution
• Excellent Communication Skills
• Troubleshooting
• Service and Support
• Strong Work Ethic
• Great Attention to Detail
• Effective time working and time management skills
• Good organizational, communication and negotiation skills
Languages
Armenian - native
English - B1
Russian - C2
PC SKILLS
MS Office, IC, CRM, Excel, Outlook



