

Aram Khachaturyan

PRODUCT MANAGER

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"Be the change that you want to see in the world."

Education

Yerevan State University

B.S. IN INFORMATICS AND APPLIED MATHEMATICS

Work Experience

OPENCV

SENIOR PROGRAM MANAGER

Remote

Jul. 2020 - Present

- Slashed development costs 20% by implementing process improvement strategies through standardized project planning and quality mechanisms to expedite the production of training content.
- Managed learner satisfaction measurement strategies and planned continuous improvement roadmaps based on data analysis to deliver best in class highest quality courses.
- Managed diverse distributed teams (US, Ukraine, India) to solve learner's problems with a focus on improving their experience and the learning platform.

SMARTCLICK

DATA SCIENCE PRODUCT MANAGER

Yerevan, Armenia

Feb. 2019 - March 2020

- Established the product lab to implement full SDLC SCRUMBAN Agile process leading to the creation of a new image processing product.
- Led product validation activities through the interviews, industry data research and organized user group testing.
- Defined functional requirements, developed detailed product specifications and associated project work plans for all AI products.

SOCIALBET

CO-FOUNDER & CPO

Yerevan, Armenia

Aug. 2018 - Present

- Provided insight and industry knowledge of challenges, opportunities and competitive positioning.
- Established and owned product strategy and execution of Product Roadmap.
- Defined and tracked clear metrics and goals to measure the success/business impact of the product.

APPISH

PRODUCT OWNER

Yerevan, Armenia

Oct. 2017 - Aug. 2018

- Planned and estimated 2-week sprints in a realistic yet time-efficient manner that allowed the teams to deliver 90% of the product according to the company roadmap.
- Improved UX measures by 25% through increased user feedback collection and more frequent iteration to customer needs.
- Collaborated with stakeholders to understand business problem statements and convert them into user stories.
- Defined product and feature-level key performance indicators (KPI's).

INTERTECH LLC

ASSOCIATE PROJECT MANAGER

Yerevan, Armenia

Oct. 2016 - Sep. 2017

- Assisted Project Manager in planning and managing projects.
- Worked with technical and business teams using Agile methodologies.
- Assisted with gathering data and preparing a variety of reports.
- Performed additional duties related to the position and sought growth opportunities through high performance.

INTERTECH LLC

CUSTOMER SUPPORT SPECIALIST

Yerevan, Armenia

Jun. 2016 - Oct. 2016

- Resolved an average of 300 inquiries in any given week, via email or chat.
- Provided feedback to management concerning possible problems and areas of improvement.
- Co-developed on-the-job training program that reduced training time by 30%.

BETCONSTRUCT

JUNIOR RISK ANALYST (NIGHT SHIFT)

Yerevan, Armenia

Nov. 2015 - June 2016

- Identified different types of fraud and created customer segmentation.
- Improved procedures related to fraud and withdrawal processing, calculated cashback and bonuses.
- Efficiently communicated fraud cases with other departments to resolve issues as soon as possible.

Technical Summary

C++, SQL, MS Excel, MS PowerPoint, Basecamp, Slack, Zendesk, ClickUp, Asana, Trello, Balsamiq, Adobe XD, Google Analytics

Languages

Armenian: Native

English: Fluent

Russian: Fluent

Interests & Hobbies

Psychology, Marketing, Reading business books, Table Tennis, Blackjack, Poker