



Lusine Adilkhanyan

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[LinkedIn](#)



Skills

Professional skills:

- Strong familiarity with project management software, Agile methodology, SCRUM framework, and best managerial principles and practices.
- Creation and maintenance of projects, workflows and automations in JIRA;
- Solid organizational skills;
- Value-oriented research;
- Team management;
- Excellent written and verbal English communication;
- High attention to details;
- Proficient in JQL queries.

Personal skills:

- Stress resistance;
- Flexibility;
- Strong soft skills;
- Critical thinking;
- High tolerance to changes and uncertainty;
- Willingness to learn and grow;
- Effective communicator;
- Operating well under pressure;
- High Emotional Intelligence;
- High level of initiative and ability to work in a team environment;
- Positive mindset.

Work Experience

2020 June -
2021 February

“Vecto” LLC <https://vecto.digital/>

Position:

Project /Program Manager

Complete end-to-end ownership of a program (multiple projects) of one of the biggest travel corporations of United Kingdom.

Main responsibilities:

- Determining and defining project scope and objectives;
- Direct work with key stakeholders. Requirements gathering, analyzing, prioritizing and processing;
- Actively collaborating with the development and design teams;
- Breaking down project requirements into epics and stories;
- Managing and maintaining the project backlog, including prioritization and grooming;
- Leading release and iteration planning meetings;
- Implementing best practices of SCRUM framework (Incl. daily scrum, sprint planning/retro/demo);
- Developing and managing a detailed project schedule and work plan using Smartsheet and WBS Gantt Chart;
- Preparing reports for upper management regarding statuses of the projects;
- Creating and maintaining JIRA projects (each with specific work-flows and issue-types), dashboards and automations;

- Creating client brief and project specification documentations in Confluence;
- Initial manual QA works conduction on the applications;
- Bug reporting, prioritizing and processing;
- Simultaneous management of multiple projects and teams working in 4 international offices in different timezones;
- Conducting one-on-one meeting with employees to gather their feedback and understand their satisfaction level;
- Release notes writing.

Projects I worked on:

Moresand Operating System:

The complete back-office solution for full management and maintenance of the internal booking system. The tool includes multiple integrations (APIs) as well as a custom system for ticket processing and reporting system.

Content Management System:

The complex solution for CRUD (Create, Read, Update and Delete) operations on 3 different websites of the organization.

Other projects:

<https://www.affordableluxurytravel.co.uk/>

<https://www.paramountcruises.com/>

<https://www.lovecuba.com/>

2019 April –

2020 May

Position:

“Digitain” LLC

<https://digitain.com/>

Change Management Senior Specialist

Main responsibilities:

- Overall coordination of the Change Management Processing team;
- Processing of change requests from opening to final closure;
- Initial evaluation of impact of the requested change;
- Risk assessment of the requested change;
- Assigning change requests to the corresponding teams;
- constant follow up on those requests;
- Coordination of approval for changes involving all relevant stakeholders;
- Designing, implementing and calculating Service Level Agreements (SLAs);
- Monitoring SLAs and existing KPIs;
- Providing analytical reports on overall performance of the process on a weekly, monthly and yearly basis.

Volunteering Experience

- 2015 December – To present day:
Position: "YMCA Armenia" NGO
<https://www.ymcaeurope.com/ymca-armenia>
Leader; Trainer.
- 2018 May:
Position: "COAF Smart Center Opening Ceremony"
<https://www.coafkids.org/smart/>
Event staff; Media Coordinator.
- 2018 May - 2018 July:
Position: "Hartak Workshop Festival"
<https://www.hartakfest.com/en/home> Speakers Coordinator.
- 2015 July – 2015 December:
Position: "YMCA Armenia" NGO
<https://www.ymcaeurope.com/ymca-armenia>
Volunteer.

Education

- 2016 September – 2019 May:
Yerevan State University - Faculty of Journalism.
- 2012 September – 2016 May:
Yerevan State College of Humanities - Translation and Service faculty.

Language skills:

Armenian ★★★★★
English ★★★★★
Russian ★★★★★

Non-formal Education

- PMI-ACP (Agile Certified Practitioner) studying;
- 2019 July - 2019 September: Loesje - Personal development summer school;
- 2018 November - 2019 August: Different SDLCs and AGILE-related methodologies, principles and practices studying (Udemy);
- 2018 November: ERASMUS+ "Promoting media literacy education" training course (Participant). Dilijan, Armenia;
- 2018 October: ERASMUS+ "Project management and project writing skills" training course (Participant). Bakuriani, Georgia;
- 2017 August: YMCA Scouting and Jungschar (ESG) leadership training course (Organizer). Spitak, Armenia;
- 2017 March: YMCA Youth leaders training (Participant). Spitak, Armenia;
- 2016 August: YMCA Scouting and Jungschar (ESG) leadership training course (Participant). Zürich, Switzerland;

Additional information

Self-taught. Addicted to self-development.
My main interests are: Different aspects of management, psychology, cooking, meditation, running, cycling, gaming(PS).
I don't drink and don't smoke. Prefer healthy lifestyle.