

NUNE HOVSEPYAN

01.06.1991

Address: 15 N. Zaryan, apt 16

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Work experience:

11/2011

“Orange Armenia” CJSC,

12/2013

Position: Contact Centre Specialist / Contact Centre Team

- Trainings of new staff
- Trouble ticket opening / follow up.
- Customer support by phone
- Perform other duties, as assigned by management.

01/2014

“UCOM” LLC,

03/2015

Position: Service Quality Control Specialist / Customer Care Department

- Troubleshooting of customer complaints ,
- Negotiate with problematic customers ,
- Cooperation with other departments to solve customer’s problems,
- Perform other duties, as assigned by management.

03/2015

“UCOM” LLC,

09/2020

Position: IT Business Analyst / IT Department

- Making Business analysis ,
- Product ownership ,
- Manual QA ,
- Technical support ,
- Collaboration with external partners ,
- Perform other work on the instruction of the Head of Department.

09/2020

“Inntech” LLC,

Till Now

Position: Project Manager

- Coordination of multiple technical projects ,
- Product roadmap planning ,
- Product requirements documentation,
- Agile methodology implementation,
- Collaboration with external partners,
- Other administration jobs

Education:

2011-2013 YEREVAN STATE UNIVERSITY, DEPARTMENT OF SOCIOLOGY
Diploma in Sociology (Master degree)

Activities:

- . Certification of Product Management, “Business Development Group” **2020 Jun- 2020 July**
- Certification of Agile Project Management , “Business Development Group” **2020 March 2020 April**
- CBOSS certification training ” UCOM ” LLC **2017 February-2017 August**
- Business English course certificate in “IAB International Academy Of Business”
2016 August
- MS Excel certificate of Fundamental Course in “IAB International Academy Of Business”
2015 September
- Awarded Achievement Certificate for having participation in the “Handling Customer Complaint” training in Management Mix
2014 January
- 5th level certificate of English language in “American University of Armenia” **2012 January - 2013 January**
- Volunteer in TNS sociological company, “IPM sociological company ”
2008 – 2010 Institute of sociology

Languages: Armenian (Native), Russian (Excellent), English (Good)

Computer skills:MS Windows, MS Office (Excel, Word, PowerPoint, Visio etc.), JIRA, CBOSS tool, Arm Soft tool.

Personal skills: Disciplined, communicative, hardworking, responsible person with good interpersonal, good organizational and teamwork skills.