



KHACHATRYAN SUREN

ABOUT ME

I'm dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, and coaching individuals to success. Skilled in building cross - functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges.

CONTACT DETAILS

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PROFESSIONAL SKILLS

Agile Practices (Scrum, Kanban, XP)
Ability To Business Communication
Finding Solution To Problem Situations
The Manifestation of Flexibility
Leadership Skills
Management Skills

TECHNICAL SKILLS

Jira (Confluence)
Trello
Balsamiq
FunRetro
Planning poker
MS Office (Word, Excel, Power Point)
Adobe (Photoshop, Lightroom)

ACADEMIC BACKGROUND: ASUE

MA in Faculty: Informatics-statistics
Speciality: E-Commerce
B.A. Faculty: Informatics-statistics
Speciality: Operations Research and
Mathematical Methods in Economics

PROFESSIONAL CERTIFICATES

PROFESSIONAL SCRUM MASTER (PSM I)



SOFTWARE PRODUCT MANAGEMENT (SPECIALIZATION)



AGILE WITH ATLASSIAN JIRA



EXPERIENCE

PRODUCT MANAGER

Medialive, 2017 - Present

Working on the development of online casino platform called Bet-Boom for over three years. The platform includes several sections: games developed in-house, more than 30 partner companies' games (ELK, Spinmatic, Foxium, etc.) and sports betting. We are also a distributor of Live Slots for more than 20 companies (1XBet, Silmarion, Secabet, Project X). In the last 6 months, we have increased the number of active users by 30%. Working closely with corporate gaming clients, I have increased their satisfaction rate up to 95%.

IL SOLO GELATO FRANCHISE OWNER

2019 - Present

I was responsible for researching specific markets, identifying end consumer and investigating competitors (direct and indirect), coming up with new products that would be adapted for specific market needs, team trainings and business process management. Conducted work gave opportunity for a good start and a monthly profit growth of 10-15%.

- By optimizing expenses and minimizing losses through product and work quality improvement we came to a 400% profit growth.
- By implementing a more democratic work model our team created an excellent work environment. The team was given wide variety of rights for autonomous decision making. Members came up with more than 10 new product after researching customer needs.

CUSTOMER SUPPORT SPECIALIST

Medialive, 2016 - 2017

- Handled 50+ calls daily, with duties signing up new customers and present relevant product information.
- Received an average 87% customer satisfaction rating.

STAR LINE OWNER

2010 - 2013

- Raised funds in the early stages of business formation
- Engaged in the development of products, recruitment, as well as business structure development
- Worked on the development of vision and mission for the company
- Carried out market requirements research, revamped our approach and as a result added 20 new products