



ARMINE DOVLATYAN

Expert in customer relationship building and management, solid knowledge of business ethics and customer service

Extensive experience in Microsoft Dynamics 365 and Power Platform customization and business processes automation

Experience

May 2020 – December 2022

ZEVIT

Senior Solution Owner

Key Achievements: built an Agile team of 7 members, setup full case management software tool and organized customer operations management effectively, successfully transferred two Microsoft Dynamics 365 platform projects to production, created a Power Platform application for a European multinational transportation company from scratch

September 2015 - May 2020

Praemium RA

CRM Business Analyst

Key Achievements: established corporate CRM platform and processes, built integration between complex fintech platform and Dynamics 365

April 2014 - February 2015

VTB Bank

Head of Service Quality Monitoring

Key Achievements: improved customer satisfaction based on extensive customer data analysis

March 2012 - March 2014

Ameriabank CJSC

CRM Manager

Key Achievements: participated in automation of key business processes that eventually decreased the average loan application processing time by 30%, initiated the first Mystery Shopping project

March 2007 - March 2012

Armenian Datacom Company (ADC)

Team Lead/Key Account Manager

Key Achievements: held the highest income portfolio in sales department, on-boarded several key accounts including large holdings, banks and international organizations

February 2005 - February 2007

McCann Erickson

Client Service Manager

Key Achievements: successfully ran multiple advertising campaigns for international brands, assisted in establishing network with international McCann offices

Education

1996-2000

Bachelor in Economics

Armenian State Agrarian University

Expertise/Skills

Agile Project Management

Scrum/Kanban

Analytical thinking

Decision-making

Communication

Teamwork management

Certifications

Microsoft Certified: Power Platform App Maker Associate

Microsoft Certified: Dynamics 365 Fundamentals (CRM)

Microsoft Certified: Power Platform Fundamentals

MCSA: Dynamics 365 - Certified 2018

Languages

English-Proficient

Russian-Proficient

Armenian-Native