


PERSONAL INFORMATION

Aghavni SAHAKYAN



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Sex Female | Date of birth 19/03/1993 | Nationality Armenian

WORK EXPERIENCE

08/01/2019–Present

Customer service representative

HSBC ARMENIA, YEREVAN (Armenia)

I have over 1 year of experience in sales and retail banking, with active involvement in sales projects.

- I am a quick learner with an ability to work under pressure and handle complicated and stressful situations.
- I provide a wide range of financial services and products to customers
- I have experience of working with rules and regulations
- I have the ability to work independently and take responsibility for decisions and actions
- One of my strongest features is the ability to build strong and long lasting relationships with customers.

01/10/2015–01/12/2018

Cashier, Operator

Idram LLC, YEREVAN (Armenia)

01/03/2015–01/10/2015

Sales manager

InterLotto LLC, Yerevan (Armenia)

EDUCATION AND TRAINING

01/09/2010–01/06/2018

Marketing and business management

Armenian State Economic University, Yerevan (Armenia)

01/01/2018–01/05/2018

Practice in audit

KPMG ARMENIA, YEREVAN (Armenia)

01/09/2019–Present

Web development

Basic IT Center, Yerevan (Armenia)

HTML, CSS, JavaScript.

PERSONAL SKILLS

Mother tongue(s)

Armenian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Russian	C1	C1	C1	C1	C1

English	C1	C1	C1	C1	B2
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Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills excellent communication skills, gained due to my experience in customer service
 - strong contact skills gained through active involvement in sales projects

Organisational / managerial skills good organisational skills, gained thanks to different projects, where I was responsible for the team
 - strong administrative skills

Digital skills	SELF-ASSESSMENT				
	Information processing	Communication	Content creation	Safety	Problem-solving
	Proficient user	Independent user	Proficient user	Proficient user	Independent user

Digital skills - Self-assessment grid