



## Kevork Kevork



UAQ- EMIRATES



Armenian



Male - Single



13/04/1993



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### Languages:

Armenian(Native)  
Arabic(Fluent)  
English(Fluent)  
Turkish(good).

Computer Skills: Microsoft Office, Various software.

Skills: Volunteering, Giving advice, Managing work and employees.

### Interests:

- Reading  
- Cooking

### Activities and volunteering:

-Member Of NASU  
-Member of NUSS-ARMENIA  
-Member of AYU  
-Member of HMEM

Driving license: Yes (UAE).

### Work Experience:

**Robust Hoses LLC as sales manager (Domestic & International "GCC")** 2022-2023

- Setting sales goals and developing sales strategies that align with company objectives.
- Developing and training sales representatives to improve their performance.
- Monitoring and analyzing sales data to identify opportunities for improvement.
- Creating sales reports and presenting them to senior management.
- Identifying market trends and competitive threats that could impact sales performance.
- Developing and maintaining a strong understanding of the product offered by the company.

**FastEx platform (Crypto) as customer support** 2022-2022

-Overall, the primary responsibility of a crypto exchange's customer support team is to provide an efficient and reliable service that enhances the user experience and ensures customer satisfaction.

**ACX International (Crypto) as customer support** 2022-2022

- Addressing and handling customer concerns, complaints and questions.
- Providing clear instruction and concise solutions to customers while maintaining professionalism.
- Collaborating with other departments within the organization to resolve customer issues and improve the customer experience.

**Blue Chip LLC. (Crypto) as sales specialist** 2021-2022

- Finding new clients and building relation: Sales agents must continually seek out new potential customers and must establish and maintain relationship by building trust
- Presenting the product by highlight its benefits and meets the needs of the potential clients.
- Negotiating and closing deals to ensure both the client's and the company needs are met and then close deals by agreement.
- Providing after-sales support is a must to ensure that the clients are satisfied with the service and provide support whenever necessary.
- Meeting sales target and keeping records.

**Founder and General Director of "LAZIZ" Food Court** 2019-2021

- Ensuring customer satisfaction since the director in a restaurant is responsible for ensuring that customers have the best experience by ensuring that the food is of the highest quality.
- Managing the staff as well as responsible for training, hiring and scheduling the staff members in a restaurant
- Budget planning as well as responsible for creating and managing a budget of a restaurant..
- Performance review and problem solving since the director is responsible for conducting performance reviews with staff members and must be able to solve problems as they arise.

**Founder and General Director of "Game World"** 2015-2019

- Ensuring customer satisfaction by ensure that customer are happy with the games and services offered by game zone.
- Maintaining equipment by ensure that all the quipment used in the game zone is properly maintained, repaired and replaced as necessary.
- Keeping the game zone safe by ensure that the game zone is a safe enviroment for customers and staff member.
- Managing finance since the director is responsible for managing the game zone's finance, including budgeting and bookkeeping.

**Online Marketing as Salesman at P4M** 2014-2016

- Greeted customers and directed to requested products.
- Stayed current on available products, store promotions.
- Trained and developed new sales team associates in products, selling and company procedures.
- Engaged with customers and educated them on promotions to enhance sales.

**Spare Parts Shop as Manager (Aleppo)** 2011-2013

- Assisting customers in finding the right items.
- Restocking shelves and maintaining inventory levels.
- Keeping up to date with current sales and promotions.

### Education:

**Masters degree in Political Science at Armenian National Academy Of Sciences** 2016-2018

**Cirtificate in "World Politics" at National Academy of Sciences** 2018

**Bachelor degree in "Economics" (Banking) at Armenian State University** 2013-2016

**Certificate in "Banking and Servicing" at (ABB) bank** 2015

**Certificate in "Banking" at (ARARAT) bank** 2015

**Certificate in "English Language" Upper-intermediate level at AUA University.** 2014-2015

**Diploma in "High School" at Karen Yeppe Armenian Collage** 2005-2011