

AREVIK HAKOBYAN

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QUALIFICATIONS

- Over ten year experience as a manager, with punctuality and accuracy as key abilities for performing efficiently in this role.
- Expert in strategic planning and implementation-guiding and directing staff utilizing strong and effective strategic leadership.
- Strong communication skills and significant experience working with multicultural teams

PROFESSIONAL EXPERIENCE

Austrian Airlines

Yerevan, Armenia

Airport Manager

2008 - 2015

- Developed and managed annual budgets and organized fiscal documents,
- Supervised and increased effectiveness and efficiency of operational systems and processes to support organization's mission; specifically, supported management information.
- Ensured that regular quality checks are performed on the flights to ensure that the handling agent's performance is in accordance with Austrian Airlines Group standards and procedures,
- Compiled and issued all local monthly reports and stats as requested by the company,
- Investigated and implemented cost-saving procedures in areas of the station,
- Evaluated employee annual performance and held management meetings to review staff performance and played a crucial role in promotions.
- Managed professional training programs and motivated all subordinate staff in order to provide excellent Customer Service,
- Took a key role in organization's policies and decisions.
- Supervised the supply of office equipment, health and safety policies, and customer service.

Austrian Airlines SC, Armenian Branch

Yerevan, Armenia

Deputy Airport Manager

2005-2008

Austrian Airlines

Moscow, Russia

Relief Duty Manager

Jan-Feb 2007

Austrian Airlines

Yerevan, Armenia

Customer Service Senior Agent

Dec 2003-May 2005

Austrian Airlines

Yerevan, Armenia

Customer Service Agent

Jan-Nov 2003

IATC Educational Fund, EU TACIS funded project

Yerevan, Armenia

Administrative Assistant/Treasurer

2002-2003

- Managed and monitored fee collection and financial database,
- Handled the cash box and maintained the necessary bookkeeping,
- Prepared training materials and reports.

Armenian Sociological Association

Yerevan, Armenia

Sociologist

June 2001-Dec 2001

- Conducted Gallup polls,
- Worked in different regions of the RA with various strata society.

The Eurasia Foundation, USAID funded project

Intern

April-June 2001

- Participated in grant making program,
- Assisted in day-to day operations by working as a part-time receptionist.

Independent Sociological Center “Sociometr”

Sociologist

1997-2000

- Interviewed strata society for different objectives,
- Encoded data into the system.

EDUCATION

State Engineering University of Armenia, Graduate School

Yerevan Armenia

MS in Sociology, concentration in Sociology | GPA 3.96

May 2002

State Engineering University of Armenia

BA in Engineering, concentration in Industrial Sociology and Management Psychology (HR)

May 2000

ADDITIONAL INFORMATION

Languages: Armenian (native); English (fluent); Russian (fluent); German (basic)

Computer Skills: MSOffice, Amadeus, Lufthansa, World Tracer, Guide Check-In, WAB, ARTOS, ALTEA

Volunteer work: Worked as a translator with international sport teams & VIP representatives of different countries at the 6th World WUSHU championship held by Traditional WUSHU Federation of Armenia.

Trainings:

- *Austrian Airlines Head Office, Commercial Training Centre - Vienna, Austria*
 - Aircraft Handling & Ramp Supervision
 - Narrow Body Aircrafts (manual WAB)
 - Aircraft Push-Back; De-Anti Icing
 - Passenger Handling 1-2
 - Passenger Claims; Baggage Claims
 - Native Amadeus Reservations System 1-2
 - Reservations System 1-2
 - Leadership for Managers-Module 1, 2, 3
 - Tariffs 1-2; ARTOS Reissues 1-2
 - Irregularity Handling
 - Aircrafts Weight and Balance (system WAB)
 - Aircraft Handling and WAB Refresher
 - Dangerous Goods Handling
 - Lufthansa Guide Check-In System
 - Customer Orientation
 - World Tracer™ Baggage Tracing System ARTOS
 - ARTOS Ticketing System 1-2
 - Negotiations Skills
 - Station Emergency Response Plan
 - Amadeus ALTEA Departure Control System
- *European Regional Academy in Caucasus, Tourism*

Activities: Travel, photography