

DAVIT SAHAKYAN

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Business Process Management

Starting from 2000 experience in business process improvement and reengineering, business processes description and regulations development in various areas (banking, postal business, payment systems, IT, etc.).

Conducted many consulting projects and business trainings for different organizations.

Starting from 2005 teaching “Business Process Management” course at university.

Implemented in financial industry (banking, payment organizations, etc.), postal business, IT companies (business systems development), various small and medium enterprises, etc.

Product Management

Starting from 2007 experience in product development (product design, customer needs understanding and assessment, innovation development).

Implemented in banking business, postal business, Postbank, IT business, university, various startups, etc.

Project Management

Starting from 2000 experience in project management (project development and execution) in various fields. It includes products development; management system development and/or restructuring and its implementation; business establishment from zero; education programs development and execution; etc.

Implemented in banking, postal business, Postbank, IT business, university, etc.

Financial Management

Starting from 2000 experience in financial management. It includes budget planning and controlling, business planning, cash forecasting, products and services costing calculation, efficiency estimation and analytics, Management information system and reporting system development and implementation, etc.

Implemented in banking, postal business, Postbank, IT business, various industries, etc.

Business Development

Starting from 2000 experience in strategic management (strategic analysis, strategy development and implementation, monitoring, etc.), sales process development and organization, sales department establishment (all processes, staff hiring and training, planning and monitoring, etc.).

Implemented in financial industry, IT companies, startups, etc.

Data Science and Mathematical Modeling

Starting from 1998 experience in bank performance modeling, multidimensional analysis system development, early warning system (bankruptcy prediction) modeling.

Starting from 2000 experience in Data Mining and Data Analytics, Data Warehouse and Management Information System development, Data Science.

Developing algorithms and solutions for the both business data analytics (customer behavior prediction, churn prediction, products associations, customer segmentation, etc.), and telemetric data analytics (predictive maintenance, dynamic thresholding, etc.).

Innovative approach in data analytics, developing analytic tools and analytics as a product. Innovation development through data analytics.

Implemented in financial industry (banking, payment organizations, etc.), postal business, IT companies (monitoring, remote controlling, IoT), etc.

Business Development Consulting and Business Trainer:

Starting from 2005 experience in business consulting and training. The main areas are: business process improvement, strategic planning, business development and product development.

Startups Development

Starting from 2007 experience in creating and development, supporting and mentoring up to 30 startups annually. Main areas of involvement are business model development, product development, management and financial management.

Conducted many projects from different areas: IT and tech, manufacturing and service, etc.

Starting from 2008 teaching “Business Engineering” and “Startups Engineering” courses at university. Established business incubator at university. Organized several startups’ development events and exhibitions.

Associate Professor:

Starting from 1994 teaching at state universities, author and co-author of 18 working papers.

Main courses are: “Business Process Management”, “Startup Engineering” and “Business Engineering”. Developed and lead several master programs.

Experienced Manager and Successful Leader

Starting from 2000 managed up to 50 employees directly and up to 900 branches network (banking, postal and payment system).

Empowers team members by making them part of the decision-making process and enables both individuals and organizations to meet their unique goals,

Core competencies

- Process excellence
- Business process improvement
- Operations management
- Product management
- Project management
- Banking
- Strategic planning
- Financial modeling
- Budget planning and controlling
- Data science and analysis
- Management Information System
- Creativity
- Problem analysis and solving
- Decision making
- Design thinking
- Innovation

PROFESSIONAL EXPERIENCE

Russian-Armenian University, Yerevan, Armenia

Head of Mathematical Methods and Information Technologies in Economics and Business Department, 07/2020–present

- Formation of the department,
- Hiring professors,
- Reviewing and developing education programs and courses,
- Development of new master programs,
- Collaboration with business entities

Associate Professor, 02/2003–present

- Teaching following courses:
 - Financial Mathematics in Bachelor program,
 - Startup Engineering and Business Engineering in Bachelor program,
 - Business-Process Management and Process Mining in Master program,
 - Business Organization in Master program,
 - Business-Process Management (MBA program)

Head of Master Programs, 09/2008-present

- Established following master programs:
 - “Business Engineering” (from 2020)
 - “Business Economics” (from 2018-2021),
 - “Data Analysis in Business” (from 2016),
 - “Information Technologies in Economy” (2008 – 2018),
 - “Financial Engineering” (2014 – 2016).
- Developed education programs, hired professors, organized the education process and research activities.

Executive Director of Business Incubator of University, 07/2011-present

- Established and managed Business Incubator, coordinated Business Incubator activities,
- Developed startup ecosystem in university (education programs, acceleration program, incubation program, startup events, relationships with investors, etc.)

- Organized events:
 - Handmade products exhibitions for students.
 - “Smart Solutions for Smart Countries” start-up events.
 - Career days.
 - Various trainings and seminars.

Monitis CJSC (a TeamViewer company)

Head of Emerging Product Group Analytics Department, 02/2017–08/2019

Yerevan, Armenia

- Leading TeamViewer Emerging Product Group products (Monitis, ITBrain, Blizz, TeamViewer IoT) analytics activities. Established department. Hired and trained the staff.
- Data Ware House development, BI Analytics tools (Tableau) implementation. Business reporting and analytic system development.
- Customer behavior prediction (churn prediction), customer segmentation and analysis, product analysis, product usage analysis, pricing plan analysis. Sales process improvement by implementing products associations rules.
- Machine Data Analysis. Telemetric data analysis, Analytics in the product, Internet of Things data analytics, machine performance prediction, predictive maintenance, Dynamic threshold and anomaly detection algorithms development.
- Data monetization. New and innovative products and services development based on data analytics.

Chief Data Scientist, Head of Analytics Department, 02/2016–08/2019

Yerevan, Armenia

- Established department, hired and trained the staff.
- Conducted and lead the following projects:
 - Internet of Things analytics.
 - New product bundles and tariff plans analysis and optimization.
 - Products and services recommendation system development.
 - Customer behavior analysis and prediction (including churn prediction).
 - Customer social networks data analysis and preferences revelation.
 - IoT analytics, failure prediction and predictive maintenance methodology development.
 - Internal reporting system development and optimization.
 - Data monetization. New products development based on data analysis.

Converse Bank CJSC

Head of Product Development Department, 03/2014–02/2016

Yerevan, Armenia

- Developed and implemented the regulation of Product Management (product design, sales, monitoring, etc.).
- Designed and improved more than 20 banking products (loans, mobile banking, payment cards, deposits, etc.).
- Developed bank’s analytic system:
 - Developed data architecture,
 - Implemented Qlikview software,
 - Developed reporting system,
 - Implemented mathematical models and algorithms (market basket analysis, sequential analysis, churn prediction and management, customer behavior analysis, etc.).
- Analyzed bank’s queue management system data and presented improvement recommendations.

Head of Postbank Services Department (part time), 10/2012–08/2014

Yerevan, Armenia

- Developed and implemented Postbank project:
 - developed concept paper (business and financial models) for submission to the Central Bank of Armenia,
 - designed Postbank products (payment cards, deposits, loans),
 - developed Postbank software technical requirements,

- defined Postbank branches requirements,
- developed Postbank branches documents' templates for submission to the Central Bank of Armenia,
- analyzed Haypost branches network, prepared the list of potential Postbank branches.

- **Director and Founder** (05/2015–present), Dav Solutions LLC, Yerevan, Armenia
- **Director of Business Development** (04/2009– 12/2013), Key Solutions LLC, Yerevan, Armenia
- **Director of the Postal Financial Services Business Unit** (07/2008–06/2011), Haypost CJSC (Armenian National Postal Operator), Yerevan, Armenia
- **Adviser to the Trust Manager** (01/2007–06/2008), Haypost Trust Management B.V. (Armenian Branch), Yerevan, Armenia
- **Visiting Professor** (Fellowship, 01/2008–05/2008), University of Pittsburgh, Katz Business School, Pittsburgh, USA
- **Head of Planning and Analysis Department** (04/2005–12/2006), Inecobank CJSC, Yerevan, Armenia
- **Director of Business Development, Director of Business Consulting Unit** (10/2004–06/2006), Antares Holding, Yerevan, Armenia
- **Researcher of Research Department and IMF Institute** (Fellowship, 02/2004–03/2004), International Monetary Fund, Washington DC, USA
- **Head of Budget Planning Department** (04/2000–04/2005), VTB-Armenia Bank CJSC (Former ArmSavingsBank CJSC), Yerevan, Armenia
- **Lecturer of the Chair of Mathematical Modeling and Methods** (09/1994–07/2005), Yerevan State University, Yerevan, Armenia
- **Specialist of the Banking Supervision Department** (11/1998–02/2000), Central Bank of Armenia, Yerevan, Armenia

EDUCATION

- **Leadership for the 21st Century: Chaos, Conflict and Courage** (Certificate), Harvard University, Kennedy School of Governance (Executive Education Program), Cambridge, USA, 2010
- **Business Administration** (Certificate), University of Pittsburgh, Katz Business School, Pittsburgh, USA, 2008
- **Business-Process Management** (Certificate), Business Engineering Group – Petersburg (School of Business-Engineering), St. Petersburg, Russia, 2005
- **Applied Mathematics, Doctor of Mathematics, PhD**, Yerevan State University, Yerevan, Armenia, 1998
- **Applied Mathematics** (Diploma with excellence), Yerevan State University, Yerevan, Armenia, 1994

SKILLS

Languages: Armenian (Fluent), Russian (Fluent), English (Fluent)

Computer: Advanced user: Microsoft Office Tools, Microsoft Project, Microsoft Visio, Qlikview, Tableau.
Programming: Visual Basic, Visual Basic for Applications.