

## Contact

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## Top Skills

Banking  
Retail Banking  
Loans

## Languages

Armenian (Native or Bilingual)  
Russian (Full Professional)  
English (Full Professional)

## Certifications

Regional Academy in Eastern Europe, ProCredit

# Ruzanna Grigoryan

Head of Digital Sales and Experience at Ameriabank CJSC | Product Manager  
Armenia

## Experience

### Ameriabank CJSC

Product Manager MyAmeria Online Banking | Head of Digital Sales and Experience

November 2020 - Present (4 years 7 months)

### IDBank

Head of Contact Center

May 2020 - November 2020 (7 months)

### Inecobank CJSC

4 years 1 month

Head of Customer Experience

December 2019 - May 2020 (6 months)

Head of Distance Banking

February 2017 - December 2019 (2 years 11 months)

Armenia

Head of Communication Channels Management Division

May 2016 - February 2017 (10 months)

Armenia

### ProCredit Bank

8 years 6 months

Head of private clients service division/Business Development Department

May 2014 - May 2016 (2 years 1 month)

Armenia

Ensure high level customer service in the branches of the Bank. Develop and ensure execution of private clients business strategy. Staff management.

Product development and process optimization.

Senior Specialist/Private clients service division

April 2012 - April 2014 (2 years 1 month)

Armenia

Specialist/Private clients service division  
April 2009 - April 2012 (3 years 1 month)  
Armenia

Client Adviser/Branch  
December 2007 - April 2009 (1 year 5 months)  
Armenia, Yerevan

Telasco Communications Ltd  
Sales Manager  
August 2006 - November 2007 (1 year 4 months)

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## Education

Yerevan State University  
Bachelor's degree, Applied Mathematics and informathics · (2002 - 2006)

Yerevan State University of Economics  
Master's degree, Information Technology · (2006 - 2008)

School 7 after V. Mayakovski  
· (1992 - 2002)