

Contact

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www.linkedin.com/in/ruzanna-grigoryan-89658549 (LinkedIn)

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)

Education

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

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

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