

ARSEN CHILINGARYAN

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OBJECTIVE

Master of Business Administration with over 20 years of experience in commercial management, and sales and marketing. Has demonstrated results in designing and implementing commercial policy of several companies in local markets.

EXPERIENCE

- 2018 – present TUTOR PLATFORM
Co-founder and Business Development Manager
- Identifying trendsetting ideas by researching industry and related events to develop successful business strategies;
 - Locating and proposing prospective business leads for enterprise IT solutions by contacting potential partners and closing deals with them;
 - Seeking and exploring various investment opportunities to optimize the cost of capital for the company and setting corresponding development vector.
- 2017 – present LINK TOUR AIR and BILETIX.AM Yerevan, Armenia
Commercial Manager
- Launch and management of biletix.am project called to be the first completely Armenian air and train ticketing b2c website with comprehensive local and international content;
 - Implementation of Portbilet Armenia project allowing suggesting an inclusive solution for trade partners and optimizing their operations and reporting;
 - Commercial management of the consolidator agency operations, development of corporate network, and airline and GDS partners contracting to deliver 25 million USD of annual sales revenue;
 - Supervision of marketing and tourism operations and staff to generate innovative products and solutions, and their local and international promotion;
 - Ensuring successful cooperation with governmental bodies, civil aviation and tax authorities to allow effective growth of the travel and tourism sector.
- 2017 – present AMERICAN UNIVERSITY OF ARMENIA Yerevan, Armenia
Manoogian Simone College of Business and Economics
Adjunct Lecturer
BA in Business courses:
- Foundations of Management;
- Introduction to Business.
- Teaching courses in undergraduate program for ultimate student knowledge building and reaching academic rigor;
 - Mentoring and motivating students to engage them in the learning process and further pursue successful professional development;
 - Taking part in university academic life and committee work to allow optimal scientific, curricular and campus resource allocation and advancement.
- 2015 – 2017 AEROFLOT - RUSSIAN AIRLINES Yerevan, Armenia
Sales Manager
- Implementing strategic commercial initiatives to maximize revenue generation up to a level of 35M USD via direct and indirect distribution channels;
 - Analysis of focal public needs to ensure correct revenue management and pricing decisions, as a result obtaining a 23% increase in company yearly offer;

- Building and managing direct relationship with corporate customers, trade partners and governmental bodies, thus creating an image of high quality and unique airline;
- Designing and running sales and marketing projects, corporate and incentive programs for reinforcing loyalty towards the company;
- Working directly with several head office departments and management located abroad, sales managers' network throughout the globe, as well as liaising with various international regulatory bodies for the overall benefit of the country's tourism and aviation sphere.

2004 – 2015 AIR FRANCE - KLM Yerevan, Armenia
Commercial Manager

- Commercial policy design and implementation in the local market for achieving annual revenue generation equivalent to 4M USD;
- Creation of annual revenue budget for the station and monthly forecasting to meet sales targets and achieve compliance with the corporate goals;
- Acting as a brand ambassador of the airline with high levels of customer service and effective relationship with corporate clients, agency network and civil aviation authorities;
- Planning and execution of unique marketing strategy to enforce highly distinctive positioning of the two brands and beneficial cooperation with various partners;
- Through effective leadership, creating and coaching a professional sales team for ultimate customer satisfaction.

2000 – 2004 BRITISH AIRWAYS Yerevan, Armenia
Sales and Reservations Agent

- Ticket sales and customer service, reaching and outperforming frontline sales targets
- Assisting marketing projects to maximize the return on investment
- Responding to requests from travel agencies to obtain reliable and profit-generating partnerships.

EDUCATION

2014 – 2017 AMERICAN UNIVERSITY OF ARMENIA Yerevan, Armenia
Master of Business Administration

1997 – 2000 & 2012 – 2014 ARMENIAN STATE UNIVERSITY OF ECONOMICS Yerevan, Armenia
Bachelor in International Economic Relations

PROFESSIONAL DEVELOPEMENT

2000 – 2015 Trainings on sales, management, trade and corporate negotiations, and contracting, communication, statistical reports in Air France Ecole des Ventes, KLM Business Campus and British Airways Training Centre (Full list is available upon request).

OTHER

Languages Fluent: Armenian (native), English (full professional proficiency), Russian (full professional proficiency), French (professional working proficiency)

IT skills Microsoft Office (Word, Excel, PowerPoint), Amadeus, Sabre, Jira, Confluence.