

Experienced Human Resource Director with a proven track record of over a decade in successfully leading HR teams. Expert in harnessing data analytics for strategic recruitment, optimizing employee engagement, ensuring high retention rates, and driving performance management. Proficient in effectively conveying intricate insights to senior leadership and executing transformative organizational changes on a local and global scale.

Professional Experience

ClinChoice LLC – Global CRO Director of Human Resources

November 2019 - Present

- Champion data-driven HR strategies, overseeing recruitment, onboarding, performance evaluation, learning and development, succession planning, and employee engagement, leveraging analytics for informed decision-making.
- Elevated to HR Director in 2021, entrusted with the management of a dynamic team of professionals. Spearheaded international HR initiatives in close collaboration with the Global HR team, using data analytics to drive strategic excellence.
- Leveraged advanced data analytics techniques to extract actionable insights from HR metrics, facilitating evidence-based decision-making and optimizing HR processes for efficiency and effectiveness.

CARD Group Head of HR Department (CARD Agroservice)

November 2023 - November 2019

- Played a pivotal role in strategic HR planning and key business decisions.
- Led comprehensive HR activities, enhancing employee engagement and satisfaction.
- Implemented KPIs for assessing HR efficiency, resulting in operational improvements and streamlined workflows.
- Designed and facilitated training programs, enhancing employee skills.
- Utilized data analysis to improve policies and practices, reducing absenteeism.
- Conducted HR audits, optimizing departmental operations.

ACBA-CREDIT AGRICOLE BANK Chief Specialist/Department Responsible of HR Planning

January 2004 - November 2015

- Established the HR department, including HR manuals, policies, procedures, job requirements, pay structures, and documentation.
- Maintained HR software and performance management systems.
- Assessed individual development plans and provided mentorship to managers.
- Orchestrated ISO 9001:2000 system implementation.
- Managed document flow with regulatory bodies and reported directly to the CEO.

Education

CMI Level 7 Diploma in Strategic Management and Leadership March 2018 - May 2019

Chartered Management Institute, at London, UK

Master's Degree in Economics September 1998 - June 2004

Yerevan State Institute of Economy at Yerevan, Armenia

Certificate of Completion as an Exchange Student August 1999 - July 2000

Rochester Community and Technical College at Rochester, MN, USA

Data Analytics Certificate June 2021 - October 2021

Google via Coursera

People Analytics Course January 2021 - May 2023

Wharton Online

Key Skills

- **Data Analysis: Excel, SQL (basic), R (familiarity), Python (familiarity)**
- **Data Visualization: Tableau, Figma**
- **HR Technology: ADP, 365 Dynamics, ERP**
- **Employment Law, GDPR**
- **Certifications: ISO 9001:2015 | ISO 27001 | ISO 13485 | ISO 27701**

Languages

- **English (Business Proficiency)**
- **Russian (Business Proficiency)**
- **Armenian (Native)**