

SHUSHANNA POGHOSYAN

Customer Support Professional & Sales Manager

Offering abilities in customer support and relationship building, with experience in managing client inquiries and promoting services. Skilled in CRM software and strategic planning, driving customer satisfaction and revenue growth. Adaptable professional with strong communication and negotiation skills.

EMPLOYMENT HISTORY

INTAKE COORDINATOR

Aurora Home Health Care Services

Jul 2025 – May 2026

Van Nuys

- ◆ Processed new client referrals using agency EMR, verifying insurance and eligibility within 24 hours.
- ◆ Entered and updated patient demographics in the CRM, maintaining accurate contact and payer information.
- ◆ Tracked pending authorizations and communicated status to clinical leads to avoid care interruptions.
- ◆ Prepared and sent patient welcome packets and consent forms, confirming receipt and signed authorizations.
- ◆ Followed up on incomplete referrals by contacting referral sources and obtaining required documentation.

FRONT DESK RECEPTIONIST

SVH Tours and Service

Sep 2023 – May 2024

Glendale, CA

- ◆ Assist clients with inquiries, provide information about travel packages.
- ◆ Promote travel packages and services to clients.
- ◆ Manage paperwork, maintain client records, and ensure all transactions are properly documented.

SALES AND SERVICE SPECIALIST OF AGENCY DEPARTMENT

Nairi Insurance

Apr 2017 – Mar 2023

Yerevan, Armenia

- ◆ Orchestrated client meetings to comprehend their requirements and devise customized solutions.
- ◆ Fostered robust relationships with clients, ensuring loyalty and fostering long-term collaborations.
- ◆ Surpassed sales targets consistently, substantially boosting revenue growth.
- ◆ Garnered high ratings and laudatory feedback from clients, indicating excellent satisfaction levels.
- ◆ Explored and capitalized on new market opportunities, augmenting client base and sales volume.

OPERATOR SALES CONSULTANT

HayPost

Nov 2015 – Feb 2017

Yerevan, Armenia

- ◆ Assisting customers with mailing needs, answering questions about services.
- ◆ Sorting and organizing incoming and outgoing mail, processing payments for postage, shipping and other postal services using cash registers or electronic payment systems.
- ◆ Working together with other staff members to ensure efficient operation of the post office, promoting special services or programs from the post office to encourage customer use.

TOUR MANAGER

TimeTravel

Jul 2013 – Mar 2015

Yerevan, Armenia

- ◆ Orchestrated travel for 20-30 tourists maintaining safety and schedule.
- ◆ Managed documentation for personalized service.
- ◆ Collaborated with local vendors for optimized logistics.
- ◆ Devised contingency plans for uninterrupted travel.
- ◆ Boosted guest satisfaction through proactive problem-solving.

EDUCATION

BUSINESS ADMINISTRATION AND MANAGEMENT

Armenian State University of Economics

Jul 2012

SKILLS

CRM Software, Sales Forecasting, Account Management, Product Knowledge, Strategic Planning, Communication, Active Listening, Adaptability, Negotiation, Customer Support, Relationship Building, Conflict Resolution, Sales Strategy, Team Leadership

ADDITIONAL INFORMATION

ACCOMPLISHMENTS

- ◆ Orchestrated client meetings to comprehend their requirements and devise customized solutions.
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