

HOVHANNES SHAHBAZIAN

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EXPERIENCE

Scheduler/Coordinator | **Alpha MRI Center**, Los Angeles Aug 2025 – Present

- Manage high-volume MRI scheduling and communication with patients, healthcare providers, and personal injury law firms
- Identify client needs and ensure proper service alignment
- Handle 80+ inbound and outbound calls daily
- Maintain accurate records using scheduling systems (ADS)
- Collaborate cross-functionally to improve workflow

Copyright Specialist | **WebKyte (Remote)**, Vilnius Mar 2023 – Aug 2023

- Reported illegal usage of copyrighted content for companies such as Apple, Netflix, and Amazon
- Worked independently in a remote environment
- Maintained detailed records and processed high-volume tasks

Freight Broker | **V&R Capital**, Yerevan Jul 2021 – Feb 2023

- Prospected and acquired new shippers and carriers through cold outreach
- Generated and qualified leads by identifying client needs
- Conducted high-volume outbound calls and emails
- Managed sales activity and client data using ZCRM
- Negotiated pricing and closed deals
- Built long-term client relationships and retention

EDUCATION

Los Angeles Film School – A.S. in Music Production (2023–2024)

SKILLS

- Lead Generation & Prospecting
- Cold Calling & Outbound Outreach
- CRM (ZCRM) & Data Management
- Client Qualification
- Sales & Negotiation
- Communication & Interpersonal Skills
- Relationship Building
- Microsoft Office / Google Workspace

LANGUAGES

Armenian (Native) • English (Fluent) • Russian (Fluent)

ADDITIONAL

Armenian Army — Sergeant (Signaleer/Radioman) (2018–2020)