

# Artur Khalatyan

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## Key Qualifications

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Digital innovation and education professional with proven track record in innovative education management, currently serving as Industry Liaison Lecturer at the American University of Armenia College of Science and Engineering.

- International expertise in curriculum design, teaching and learning best practices (K12+HEI)
- In-depth knowledge and management of professional/personal development for educators and education managers with top notch international partners (University of Cambridge, Institute of Education, UCL)
- Marketing and consultancy of SAP, ERP and BI
- Management consulting in banking and energy with Big4
- Story writing for mass media and promotion

Specialties: Talent Learning and Development, Design of Collaborative and Communication Information Services, Education Management, Communications and Marketing.



You can access [Artur's full profile information on his LinkedIn page here](#)

## Education

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### **Institute of Education – University College London – National Program for Educational Excellence, Ayb educational foundation**

Senior Teacher and Advanced Skills Teacher Training – 2014-2015

- Intensive research based training program on major areas in pedagogy, teaching and learning. Research and training areas include: 1) Assessment for Learning; 2) The components of classroom practice; 3) Questioning; 4) Enabling creativity; 5) Differentiated teaching; 6) Using evidence to inform practice; 7) Action research; 8) Coaching

### **London School of Economics and Political Science, 2009-2010**

MSc in Management of Information Systems (Degree with merit)

- ADMIS program bridges the gap between technology and business communities in all aspects of this interaction (life, work, leisure, security, relationships and networking just a few to name)
- Particular interests include: Customer profiling and feedback systems, Retention and Loyalty Management DBMS in Service Industry (Telecommunications, banking, e-commerce), Mobile Products and Information Service Delivery Platforms in Education Information Systems
- Managed design and implementation of food and entertainment searching and bargain aggregation mobile service "Your Local Mate" and Bootcamp project on upgrading set top box to enable new entertainment and telecommunications services
- Dissertation project: Customer Data Mining in Telecommunications as Industry Innovation Enabler. 2010

### **Yerevan Institute of National Economy, 1995-2000**

Diploma of Economist (Major – International Relations)

### **School of TV Journalists, "AR" TV, 1997–1998**

**Russian Secondary School 77, 1985–1995** (Medal for academic excellence)

## Experience

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- American University of Armenia – IESM Program Chair, Industry Liaison, Lecturer – July 2018 - Present
- Talent Learning and Development Consultant – September 2015 – Present
- Executive Director – Wikimedia Armenia, March – September 2017
- National Program for Educational Excellence – June 2013 – September 2015
- "Ayb" High School – July 2011 – September 2015
- SAP Partner - "Shirak Technologies", January 2011 – July 2011
- Emerging Markets Group Ltd. (previously Deloitte), 2007-2009
- PA Consulting Group, 2003-2007
- Armenian National Army, 2000-2002
- International Business and Technical Consultants Inc., 1999-2000
- "AR" TV Company, 1997-2000

**IESM Program Chair, Industry Liaison, ED for Technology Ecosystem Study, Principal Investigator for STEM Improvement Program – AUA College of Science and Engineering, July 2018 – Present**

- Review of curriculum map, development of SLAP and SLAR, improvement of teaching practice, PBL
- Leading design and implementation efforts for the “Armenia's Technological Future” study, commissioned by AUA and AGBU to reveal opportunities, challenges and perceptions by various players in technological education, science, innovation and entrepreneurship ecosystem, panelled by renown international scholars and experts in technological ecosystem development
- Development of relations and new modes of collaboration with industry and government to provide students and faculty with a network and engagement opportunities with authentic challenges and development opportunities, predominantly in science and engineering

**EU4Innovation, WB, MoESCS, Coordinator for Expert Team for Design of National Curriculum for Computer Science and Digital Literacy, November 2019 – June 2020**

- Research of best practices, educational approaches, curriculum and teaching and learning resources for Computer Science
- Design of curriculum for Computer Science and Digital Literacy
- Coordination of expert team efforts and contribution to subject specific and general discussions with expert teams for STEM and other subject team leads and the Ministry of Education, Science, Culture and Sports dedicated teams

**Lecturer – AUA College of Science and Engineering, September 2015 – Present**

- "Building Learning Organizations", discovering Learning Disabilities and Structuring Research to explore hidden patterns guiding system and people behaviour in complex dynamic systems.
- "Design and Innovation of Information Services", (Problem Structuring, Soft Systems Methodology and Socio-technical design concepts to address challenges in change management, technology mediated collaboration, systems design with authentic problems, companies and people.

**Executive Director – Wikimedia Armenia, March - September 2017**

- Led development of 3 year strategy and implementation planning, managed repackaging of Wikimedia Armenia's programs to generate new funding, designed educational programs within the frameworks of the popularization efforts of wiki editing and it's impact on talent development

**Founder ArmDataLab, April 2016 - present**

- Development of Personal and Professional Growth Programs to assist experienced Software Engineers and Scientists in developing Data Science capabilities. Designed and organized meetups, forums and hackathons to promote data science careers, created international mentoring network to support starting data scientists.

**Talent Development Consultant and Coach – Self-employed, September 2015 – Present**

- Design of talent management program to improve partner relationship management system with global IT company:
- Design of associated business processes, analytics and metrics to monitor and improve performance of account management and product owners performance and reduce partner response average period
- Design of new roles and coaching system to ensure effective knowledge sharing and capacity development for customer facing roles
- Introduction of new processes and analytical tools to leverage social media to improve sales and marketing strategies with Armenian wine company for international market

**Head of Professional Development - National Program for Educational Excellence (NPÉE) - "Ayb", CIE, UCL-IoE and MoE, June 2013 – September 2015**

- As a Member and Secretary of Steering Committee of NPÉE, implemented Initial Research of Teacher Development Initiatives with the best performing educational systems worldwide, informing the initial design of the National Program for Educational Excellence in collaboration with the Government of Armenia, Cambridge International Examinations and UCL Institute of Education.
- Led the study of best practices and development of policies and procedures for institutionalization, benchmarking and accreditation with UK NARIC and CIE Cambridge International Schools (including policies include: Student Code of Conduct, Teacher Code of Conduct, Performance Management Plan, Recruitment and Retention Policy, Complaint Policy and Procedures, SEN Policy, AB Curriculum Policy, AB Co-Curricular Activities, NPÉE Strategic Plan).

- Led benchmarking and mapping of Araratian Baccalaureate Curriculum expert group and subject sub-groups to map student values and attributes against general program goals and student learning outcomes.

**Principal - “Ayb” High School, September 2012 – September 2015**

- Managed design, continuous improvement and implementation of major curricula and led benchmarking against best international practice.
- Designed and implemented core educational policies and systems, including open courseware, assessment, scheduling and staffing.
- Developed and led teacher evaluation and professional development programs, implemented shadow and internship fairs and programs and PBL events, along with development of community service programs with local NGOs and companies.

**Vice Principal - “Ayb” High School, July 2011 – September 2012**

- Led Development, refinement and implementation of basic curriculum, introduced course management technology with 95 percent usage rate, designed teacher professional development strategy, Code of Ethics and Conduct for students and teachers along with crisis management strategy. Designed student disciplinary committee working procedures.
- Managed school operations related to major organization of academic processes, scheduling, contracting, parent relationship, student assessment and reporting, extracurricular activities, contests, Olympiads.

**SAP Consultant – SAP Partner – “Shirak Technologies”, Sales Expert, Business All-In-One, BI Tools, January 2011 – July 2011**

- Developed marketing and communications materials (articles and publications and customer presentations) for SAP BAIO (SD, MM, Service), CRM, BI products. Managed research on business and functional requirements gathering and IS needs assessment, business process re-engineering.

**Consultant (Marketing and Customer Relations) - Emerging Markets Group, (Deloitte’s Development Consulting Practice), 2007-2009**

- Provided Armenian financial companies (banks, insurance companies, credit organisations) with customer behaviour insight for design and marketing of new products and services. Undertook review of systems employed by marketing department to analyse transactional and customer feedback data for segmentation, profiling and reorganization of marketing structure. Implemented analysis of the path customers followed on company’s website and provided consultancy on improvement of the structure and content of websites.
- Developed guidelines and conducted on job training on best practices for Investor Relations function at companies undergoing first IPOs in Armenia. Developed customer education materials using data on customer complaints and inquiries related to specific products and services.

**Management Consultant (Marketing and Communications) - PA Consulting Group, International Development Practice, 2003 - 2007**

- Developed and implemented stakeholder management for the nationwide improvement programs with Electrical Networks of Armenia, ArmRosGasProm and Public Services Regulatory Commission. Rolled out educational program on energy sector, tariff calculations and rules for service supply for NGOs and Mass Media. Developed and published “Glossary of Energy Terms for Non-Energy Stakeholders”.
- Designed Customer Service and Relationships management processes for the energy sector companies
- Designed tender process, progress reporting and payment procedures for implementation of Renewable Energy Projects. Served as Deliverables and reporting coordinator for multi-million energy reform projects.

**Commander of Artillery, Mortar Platoon, Armenian National Army, 2000-2002**  
Artillery, Mortar Platoon

**Media Advisor - International Business and Technical Consultants Inc. (IBTCI), 1999-2000**

- Producer and presenter of bi-weekly TV and Radio programs. Specialist subject, the Armenian Privatization and Enterprise Liquidation Project.

**Business News Reporter, Host - Producer – “AR” TV Company – 1997-2000**

**Volunteering**

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- Ayb High School - Research and action plan on student personal development system, Parent relationship and communication training for teachers
- Luys Foundation - SEE Circle – Counter-Partner for Business Strategy Workshop
- Armenia Start Up Cup – Business Model Competition – Mentor and Judge
- AUA Faculty Senate - Student Learning Committee member

**Languages**

Armenian (native), fluent English and Russian