

Karen Pilosyan

Project Manager

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Buenos Aires, Argentina

Project Manager with expertise in Agile, Scrum, UX research, market analysis, and cross-functional team leadership. Proven ability to translate business requirements into actionable product strategies, ensuring timely delivery of scalable, user-centric digital solutions.

Work Experience

Project Manager | Digital Ecosystem Specialist

Mar 2025 - Present

Aeropuertos Argentina | Buenos Aires, Argentina

- Managing 3 cross-functional digital products, supporting teams toward year-end objectives by removing blockers, aligning priorities, and fostering high-performance collaboration.
- Collaborating and facilitating the development and the launch of a new online store developed by Salesforce team, to enhance UX and drive 30% revenue growth by year-end.
- Provided strategic UX/UI feedback and identified key digital revenue opportunities across airport operations, contributing to the penetration and growth of ADA WhatsApp bot.
- Contributing to the overall success of the official Aeropuertos Argentina website by improving customer experience and coordinating the development of new features.

IT Project Manager

Sep 2024 - Present

Zvartnots International Airport | Yerevan, Armenia

- Managed enterprise software systems across 5+ departments, driving a 20% improvement in operational efficiency through streamlined processes and cross-team coordination.
- Served as the primary liaison between internal stakeholders and external vendors, ensuring smooth communication, issue resolution, and timely delivery of updates.
- Led product enhancements and resolved over 40+ system issues, leveraging Agile methodologies to optimize workflows and support continuous improvement.

Product Manager, Product Owner

Feb 2023 - Present

Self-Employed

- Collaborated with my team to conduct User Experience analysis, market positioning research, and business strategy consultation for an Armenian jewelry brand, Zakarian's.
- Managed a small cross-functional team (UX/UI Designer + Senior Full Stack Developer) to design and develop a futuristic, 3D-animated e-commerce website tailored to the brand's unique aesthetic.
- Gained valuable experience through this project and am excited to take on more collaborations where I can help businesses grow alongside a skilled and creative team.

Full Stack Developer, Product Manager

May 2021 - Jul 2024

AOByte | Yerevan, Armenia

- Led a team of 4 developers across 5+ Agile/Scrum projects, resulting in a 30% increase in client satisfaction through consistent delivery and collaboration.
- Bridged the gap between business and technical teams by aligning stakeholder requirements with development goals.
- Translated product requirements into clear, actionable tasks, improving delivery speed by 25% through effective sprint planning and backlog prioritization.

Core Skills

- Project Management:** Agile, Scrum, Kanban, Waterfall, Cross-functional team leadership, Backlog prioritization, Stakeholder engagement, Requirements gathering
- Product Management:** Product lifecycle management, Minimum Viable Product (MVP) development, Product roadmapping
- Research & Analytics:** Market research, Competitive analysis, UX research, Customer journey mapping, KPI tracking, A/B testing, Data-driven decision making
- Tools & Technologies:** Jira, Monday.com, Figma, Canva, Power BI, Google Analytics, CRM platforms, Git, GitHub
- Technical Proficiency:** JavaScript, Python, PHP Laravel, React.js, Node.js, SQL, NoSQL, API integration
- Business Strategy & Financial Planning:** Strategic planning, Business development, Budgeting, P&L management, Revenue forecasting, Pricing strategies, SEO/SEM
- Interpersonal & Leadership Skills:** Communication, Risk management, Time management, Problem-solving, Conflict resolution

Education

University of Bolzano	Sep 2020 - May 2021
Master of Science Computational Data Science	
American University of Armenia	Sep 2018 - May 2019
Master of Science Economics	
American University of Armenia	Sep 2014 - May 2018
Bachelor of Science Computer Science	