



Amara Boyagian

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Profile

Self-motivated, detail-oriented Customer Advocate/Development Manager with the ability to successfully plan and execute a variety of operations and events. Proven ability to design & implement new processes, manage projects with excellent communication and urgency, and build team relations while enhancing performance & productivity.

Education

Wayne State University
Bachelor of Communication

Graduation: Winter 2014

Experience

Customer Advocate/Development Manager

Zoup! Fresh Soup Company – Southfield, MI

December 2019 – Present

- Work directly with customers via phone to address questions and resolve complex issues regarding brand standards related to Franchise Owned locations
- Committed to building positive relationships while increasing sales by gaining customer loyalty

Store Opening Coordinator

Zoup! Fresh Soup Company – Southfield, MI

May 2015 – Present

- Responsible for planning, staging and carrying out all new restaurant openings, transfer and remodels
- Facilitate the Store Opening procedure as main point of contact with Franchise Owner and all business office teams while developing a strong Franchise Owner to Franchise relationship
- Successfully lead and opened 34 Zoup! restaurants nationwide

Head Server/ Event Coordinator

CK Diggs – Rochester Hills, MI

September 2008 - Present

- Worked with clients to create a vision, schedule and budget that fit their needs
- Provide excellent customer service and support with clients and management
- Empowered and trained staff to develop personal skills for a productive and successful work environment
- Managed over 50 special events and banquets for clients

Community Liaison

St. Johns Armenian Church - Southfield, MI

September 2011- Present

- Coordinated fundraising events to benefit community the elderly, oversees organizations and charity events targeting the local youth
- Staged yearly festival with food, musical entertained and a silent auction that annually raised 82,000

Client Sales

AT&T – Southfield, MI

January 2011 – August 2011

- Worked with small business and Michigan-based corporations to evaluate and better align their communication platform with their needs
- Attended corporate seminars in Southfield to problem solve better ways for effective communication and better sales

Reference Upon Request