Mariana

Hakobyan

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| Personal Profile | Sex: Female Date of birth: 11.05.1993  Marital Status: Single  Nationality: Armenian |
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| Career Objective/Summary | I am hard-working, motivated, creative and enthusiastic with educational background in political sciences (MSc) and experience in management and customer relationships. I always seek to achieve the highest outcome at a complex environment with a rapidly changing context of the 21st century. I am a skilled communicator, able to maintain cultural sensitivity, establish rapport with members of diverse groups of locals and internationals, and promote team cohesiveness in a multi-cultural environment. I am accustomed to working under pressure in a challenging and fast-paced environment, particularly when dealing with multiple projects at the same time. |
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| Work Experience | April 2018 – Arabic translator at The Armenian Red Cross SocietyJanuary 2018- April 2018, Arabic Speaking Account opening representative at FXTM Armenia Verifying and processing all documents received and ensure that compliance procedures are being adhered to. To assist clients in sending correct documents to achieve customer satisfaction as well as company growth.  Processing of all new documents, including Individual, Corporate, IB etc.  Completing compliance checks for new accounts  Responding to any emails regarding account opening  Liaising with other departments/offices to ensure they are up to date with account opening procedures and documents required  Filing of account documents  Updating records of accounts daily  Completing weekly/monthly reports for account opening  Annual account reviews March 2016 – May 2017 Sales and Client Relationships Manager Spitak Trading Company ( Amman, Jordan ) Planning and managing the retail sales  Advise customers by providing information on products and services.  Creation and regular update of customer profile records and database.  Oversight of sales including payments and financials.  Overall coordination and management of clients’ relationships  Contributing to the team’s efforts by accomplishing the organisation’s results as needed. March 2015- March 2016 Sales/SupervisorKava Espresso & Brew Bar Coffee venue ( Amman, Jordan ) Personnel management by recruiting, selecting, orienting, and training employees; developing personal growth opportunities.  Budget management and control expenses by gathering and submitting budget information; scheduling expenditures; monitoring variances; implementing corrective actions.  Ensure quality service by enforcing quality and customer service standards.  Contribute to team effort by accomplishing related results as needed. June 2014-September 2014, Receptionist/ Manager Royal Plaza hotel ( Yerevan, Armenia ) Acting as a first point of contact to all staff, customers and members of the public  Dealing with telephone calls/queries relation to customer services  Organisation and quality control of document management process  Effectively dealing with internal and external stakeholders June 2013-May 2014, Assistant to product manager Nueva Vista DMC & Tour Operator ( Yerevan, Armenia )Support to the product manager in production and sales of products and servicesAssistance in communications with partners, clients and suppliers Support in planning and designing marketing and sales strategies  Review and undertake market and competitor review  Undertake customer research  **August 13-21 2011 Volunteer**  **Pan Armenian 5th Games**  Provide translation from Arabic to Armenian and vice versa for the Lebanese Football and Basketball teams  Assist and guide the participants to the sightseeing places during their accommodation in Armenia |
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| Education | September 2015- June 2017 Master’s Degree in Political Science Jordan University ( Amman, Jordan ) Research Methodology, Foreign Policy, International Law, Theories of International Relations , Theories of Comparison Governments October 2014 - May 2015 Arabic Language Course The Language center of Jordan University ( Amman, Jordan ) Reading, Writing, Speaking, Listening, Grammar  ( Advanced level ) December 2012 - May 2013 Arabic language Course, **Educational Arabic Language Center for International Students ( Cairo, Egypt )**  Reading, Writing, Speaking, Listening, Grammar  ( Advanced level )  **October 2012 – May 2013 Arabic language and literature course for international students** **Faculty of Arts, Cairo University ( Cairo, Egypt )** |
|  | September 2009- May 2014 Bachelor Degree in Oriental Studies ( Arabic studies ), Yerevan State University( Yerevan, Armenia ) Modern Literary Arabic, History of Arab Countries, Introduction to Islamic Studies, The Issues of Social-Economic Development in Arab Countries (20-21 c.), The Political System of the Middle Eastern Countries, Modern Hebrew  **September 1999 – May 2009 Secondary School №155 after Levon Mirijanyan, ( Yerevan, Armenia )** |
| LicenseTrainings and Achievements | Reference number 31/17 - About passing the exam of Arabic language translator successfully, given by Ministry of Justice of Republic of Armenia. **( 10.11.2017 )**  Multiplication seminar “Shaping Neighbourhood”, CIVIC Institute for international education, Yerevan, Armenia **( 4 December, 2017 )**  Training seminar-simulation “Shaping Neighbourhood”, CIVIC Institute for international education, Yerevan, Armenia **( 2-3 December, 2017 )**  Training program A Relationship for Life, Tanweer Business Consultancy and Training, Amman, Jordan. **( 9 March, 2016 )**  Training in professional photography and Photoshop at Spitak studio, Amman, Jordan  **( March 2016 –May 2016 )**  “ From Ideology to polity, comparison between Armenians and Jews” Paideia Project Incubator **( 23-26 July, 2012 )**    “Bolonian process in Armenia” , YSU **( 26 April, 2012 )**  “ Our nations’ great Victory ” Panarmenian Youth Movement **( 01 May, 2012 )**    “Knowledge and Rights” by Public Information and Need of Knowledge **( September 2012 )**  Business Course. An introductions to Marketing ,Strategy, Finance and Management at IAB centre , Yerevan **( July 2012 )**  “Young Leaders” school by “Municipality and Youth” NGO **( Summer 2007 )**  **Skills:**  Strong administrative and organisational skills.  Work effectively both as team member and independently.  Excellent typing skills.  Good command of Microsoft Office Tools ( Word, Excel, PowerPoint ), Adobe Photoshop, computer skills refer to word processing and other applications, database searching and other skills related to the internet.  **Languages:**  Armenian – mother tongue  English - Excellent  Arabic - Excellent  Russian - Excellent  Hebrew - Little |
| Interests | Reading, Politics, Photography, Foreign Languages, Dancing, Exploring new cultures |
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| References | Viken Salbashian Chairman/CEO of Spitak trading company  Amman, Jordan  Tel: +(962) 797522220  Email: [viken@spitak-jo.com](mailto:viken@spitak-jo.com)  **Alvina Hovhannisyan**  Assistant Professor  Yerevan State University  Department of Arabic studies  Yerevan, Armenia  Tel: +37460710582  Email: [alvina@ysu.am](mailto:alvina@ysu.am)  **Yana Nikolayeva**  Owner/Grand manager  Kava espresso and brew bar coffee venue  Amman, Jordan  Tel: +962795869930  Email: [yananikolayeva@gmail.com](mailto:yananikolayeva@gmail.com)  **Anna Khachaturova**  CEO/ President of Nueva Vista DMC & Tour Operator  Yerevan, Armenia  Tel: +(374) 91415819  Email: [anna@nuevavista.am](mailto:anna@nuevavista.am) |