



Susan Marukhyan

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Education:

- 2011** HREA on-line course on Project Management in NGO sector.
Certificate
- 1996-1997** Central European University, Budapest, Hungary.
International Relations and European Studies department.
- 1989-1994** The Brussov Institute of Foreign Languages, English Department.
Diploma With Honours—1994.
- 1979-1989** English Language School #114, Yerevan, Armenia
Attestat (Certificate of Secondary Education)

Work Experience:

- 2011
February
(half time)** Council of Europe, EU/CoE Joint Programme “Promoting freedom, professionalism and pluralism of the media in the South Caucasus and Moldova“, Project Officer for Armenia
- plans, organises, implements and follows up on programme activities in accordance with the work plan and its calendar of activities and in close co-operation with local partners and stakeholders;
 - prepares the necessary documentation for, coordinates the organisation of, and takes part in study visits abroad as well as in-country monitoring and assessment missions;
 - supports Strasbourg-based staff and short-term consultants when carrying out tasks and missions in the field;
 - selects, prepares and distributes appropriate documentation such as training materials;
 - liaises between local partners and stakeholders and headquarters regarding the implementation of programme activities and reports on problems encountered; evaluates progress; suggest priorities and adjustments as necessary;
 - prepares relevant meetings and drafts meeting minutes and lists of decisions;
 - drafts narrative and mission reports related to programme activities;
 - ensures reporting in line with requirements,
 - assists in the event of evaluations and/or audits;
 - prepares and submits any other documentation or report as required;
 - contributes to raising the visibility of the project by preparing draft web news items and press releases, by disseminating information and by providing advice and input on publications;
 - prepares and ensures close budgetary follow-up of all programme expenditures in accordance with Council of Europe regulations and procedures and EU requirements;
 - selects local service providers and negotiates contracts in consultation with headquarters;
 - liaises and co-ordinates with colleagues in the field and in headquarters concerning

the implementation of programme activities and the sector-specific situation in the beneficiary country;

- undertakes official journeys in connection with activities described above.

2002 -2011 Council of Europe Information Office (CEIO) in Armenia, Director.

January

- Developing an annual programme of activities and budget for the Office;
- Ensuring access to information about the Council of Europe and its activities for all interested partners, including government authorities, professional groups, civil society and the public at large;
- Developing and implementing a proactive approach to the dissemination of such information, in the national/local language(s), including through public education campaigns;
- Organising public events and, where appropriate, assisting CoE Secretariat members in the organising events, to promote awareness of specific Council of Europe activities (conferences, seminars, information meetings, anniversary activities, and so on);
- Overseeing the creation and distribution of public information and education materials; including translation, compilation, editing and processing of a regular Newsletter and/or other information brochure(s), as well as maintenance of an up to date Web site on CoE activities (www.coe.am) ;
- Establishing and maintaining relations with the media as concerns the activities of the Council of Europe, and helping to implement the information strategy of the Council of Europe in particular in this regard;
- Establishing and maintaining communication initiatives with civil society; making presentations on the values and principles of the Council of Europe as required;
- Developing and maintaining permanent contacts and communications with all relevant counterparts in the CoE Secretariat in Strasbourg;
- Upon request, providing logistical support, information and media coverage for CoE visits and meetings taking place in the host country;
- Managing the staff and resources of the Information Office (including: providing day-to-day direction and guidance to Office staff; submitting regular financial and activities reports to Strasbourg HQ as required; setting and reviewing objectives of staff; organising recruitment of local staff, drawing up contracts when appropriate; ensuring respect for relevant CoE staff regulations and all relevant local regulations; participation in meetings and discussions on the work of the Information Offices in general).

from

2001 Aug.

to

2002 Dec.

USAID/UI Earthquake Zone Recovery Project, Public Relations Director.

- develop a comprehensive Public Relations/Education Campaign
- lead the implementation of all components of the PR Campaign (information dissemination, development of public relations/education programs' materials; organization of public events, ceremonies, donor meetings; and support the management of the Recovery Zone Resource Center, Gyumri).
- regularly report to USAID/Armenia of all PR activities.
- supervise design and development of all materials (including coordination of materials to be prepared by sub-contractors), including brochures, information posters, videos, slide shows, etc., working with local graphic designers, printers, photographers, computer specialists, etc. to produce materials.
- identify television (and potentially radio) stations in the EQZ regions for broadcasting public information announcements, negotiate rates and contracts, etc.
- assist in development of the Recovery Zone Resource Center (exhibit hall

and info.)

- prepare press releases and supervise journalists in the preparation of articles for various publications
- review and approve all translations
- monitor all press (print media, television, etc.) “scrap book” about the project should be developed and maintained as well as a photo catalogue
- supervise appearance of all “information centers” in the partner EQZ cities assuring consistency in themes and messages, monitor quality control of exhibits and staff communication and gauge public perception of the program.

2000
Aug.-2001
Aug.

International Monetary Fund, Senior Administrative and Research Assistant to Res. Rep.

- Providing logistical assistance to the IMF missions.
- Maintaining the Missions meeting schedules.
- Translating documents and charts. (English, Russian, Armenian)
- Media liaison
- Assisting the Resident Representative in data collection and exchange between the Washington and Yerevan Offices (monetary, real and fiscal sectors)
- Responding to the requests from HQ staff for follow-up activity in support of the operations for which they are responsible, by contacting the Government officials or other Armenian entities.
- Maintaining address book of Government officials, international organizations, etc.
- Generating written documents in English and other working languages on a regular basis. Providing significant editorial support in refining outgoing documents and providing translations of incoming documents.
- Quarterly budget reports

2000
March-
August

World Bank, Resident Missions’ Coordinator/Program Assistant.

- Assisting the WB operations that perform in Macroeconomic, Public Expenditure, Judicial and Public Spheres.
- Providing logistical assistance to the Public Sector Management Specialist and two Economists at the Field Office. (More specifically: collection of data and researches information; appointment schedules and follow-ups of respective projects in Armenia.
- Coordinating and assisting visiting missions in collecting data, researching information, etc. Organizing visa arrangements, controlling charge back of services forms, scheduling appointments, maintaining rosters of free-lance interpreters/translators and drivers to be called upon at short notice to meet the needs of the Field Office and visiting missions.
- Responding to the requests from HQ staff for follow-up activity in support of the operations for which they are responsible, by contacting the Government officials or other Armenian entities. Maintaining address book of Government officials, international organizations, etc.
- Generating written documents in English and other working languages on a regular basis. Contributing to the operational work of the relevant unit by providing significant editorial support in refining outgoing documents and providing translations of incoming documents.

**1998-2000
March**

SIBLEY International, Armenia Enterprise Accounting Reform Project, Deputy Communications Director.

- Assisting Communications Director in the organization of his tasks which includes: media liaison, public and governmental affairs, media monitoring, organizing survey research, training, seminars and media events, formulating and articulating issues, preparing and disseminating program materials, representing the project during various meetings.
- Developing a newsletter for five USAID Economic Reform Projects (identifying vendors (printers, layout consultants, graphic artist, etc.); producing copy; translating and editing the articles; soliciting contributions from other projects; developing mailing list.)
- Web page development (information-wise)
- Coordinating the publishing of the Association of Accountants and Auditors of Armenia.

1997-98

AAA/NGO Center, Social Marketing and Information Department.

- NGOC Newsletter development (general management; translation; editing; proofreading; coordination of the authors', the Russian translator's, the designer's work; distribution).
- Filling in NGOC Newsletter request log and filing feedback records.
- Creating an electronic version of the NGOC Newsletter.
- WWW NGOC Home page review and update (regular review of the HP; info gathering from the departments; arranging the information into categories; ensuring the accuracy).
- Assisting to carry out marketing activities (compiling info for Annual Report, Marketing Kit, etc.).
- Selecting newsworthy and success NGO stories for presentation through proper tools.
- Contributing to and supporting the creation of NGOC accurate and positive image vis-à-vis NGOC beneficiaries and other outside entities.
- Assisting in designing and /or design impact and evaluation tools for program activities performed.
- Providing TA on topics within and conducting training on the scope of work and expertise
- Participating in staff development activities as required.
- Attending various NGO related events.
- Representing the NGOC in meetings with outside entities as recommended by the Department Head and authorized by Center Director.
- Carrying out various tasks to ensure team work and integrated department operations (support the Information Unit in data base related activities; other).
- Preparing weekly status reports on activities performed to Department Head and Center Director
- Performing other tasks and duties as required
- Filling in the service log.

1994-1997

Armenian Center for National And International Studies, Info/Translation section Head.

- Oral and Written Translation to and from English
- Daily briefing and digest of events and information

- Administrative assistance
- 1993** **NIG LTD**, Tourism Department, Consultant/Interpreter
- Consulting Services
 - Verbal and Written Translation
 - Administrative assistance

Translation Experience:

- 1993- present** **Free Lance Translator**
Clients: *AZG daily, Institute of National Economy, Arax Independent Firm, US Treasury, Armenia-Open Society Institute Foundation, TACIS, Federation of Red Cross, Know-How Foundation, US Embassy, OSCE Representation Office, World Bank, UN DMTP and US Department of Public Diplomacy; UNFPA; Translatic; EU/CoE Joint Project ‘Access to Justice in Armenia’ etc.*
- !996- Present** **Consecutive Translation**
Clients: *UN DMTP, OSI Step-By-Step Project, NDI, TACIS, RoA Ministry of Justice, OSCE Delegation*

Teaching Experience:

- 1993- 1995** **Foreign Language College**, Yerevan, Armenia, English teacher.
Peace Corps Volunteer Training, Armenian Language and Cultural Trainer.
Global Lingual Project, InterVersity Christian Fellowship, Armenian language Instructor.
AICF (French humanitarian organization in Armenia), English language instructor.
Armenian and Russian School for Foreigners, Armenian language instructor.
Haigazian University, SEUE Module (State Engineering University faculty) English language instructor.
- 1991-1994** **Private lessons of English and Armenian.**

Implemented Projects:

- 2000 April** Editor in Chief and Project Director of Internet.am first Armenian Language Internet Related Magazine.

Professional Membership:

Proz.Com; Languagebase

Voluntary work:

- 1988 Mar.** Consultant for the Armenia related internet site <www.armgate.com>
- 2000 Jan.** Founding Chairman of “INFO-GROUP” non-governmental organization.
- 2010 July** Proofreader for www.mylanguages.org ; Educational Content Creator
63 Pontiac Way Gaithersburg, MD 20878

Conference Participation:

- 1988** Participated in **Third Sector International Research (ISTR)** Biannual Conference held in Geneva, Switzerland, coordinated by the efforts of John Hopkins University. Presented paper: “**Third Sector in Armenia: Past, Present and Perspective.**”

Trainings: 1st Aid training with the Armenian Red Cross; Training in Public Relations and Communication; Project Management Methodology; Project Management in EU-CoE Joint Programmes.

Published Translations:

1. **Situation, Mission, Commitment**, The Economist, December 24, 1994 – January 6, 1995. Printed in Armenian Lragir daily on September 6, 1995.
2. Edward Mansfield and Jack Sneider, **Democratization and War**, Foreign Affairs, May-June, 1995, Vol. 74, Number 3. Printed in Armenian Lragir daily through August of 1995 (August 2 – August 30).
3. **War and Peace**, Plato to the Present, Great Political Thinkers, Ed. By William Ebestein, Alan J. Ebestein, and Winston, 5th ed., 1990, Chicago-San Francisco, Philadelphia, Montreal, Toronto, London, Sydney, Tokyo. Printed in Armenian Lragir Daily on August 23, 1995.
4. James Chase, **How to Escape from the Second Cold War**, World Policy Journal, Vol. 12, #1, 1995 Spring. Printed in Armenian Lragir daily on September 20, 1995.
5. Paul Goble, **Advisor to Kozirev Predicts a Special Route for Russia**, World Policy Journal, Vol. 12, #1, 1995 Spring. Printed in Armenian Lragir daily on August 2, 1995.
6. G. Fuller, Senior RAND Expert, **Post-Soviet Perspectives**. Printed in Armenian Lragir daily on September 27, 1995.
7. Zbignev Bzezinski, **From Testimony Given to the Senate Foreign Relations Committee**. Printed in Armenian Lragir daily on September 27, 1995.
8. Lesli H. Gelb, **Tea Cup Wars**, Foreign Affairs, November-December 1994. Printed in Armenian Lragir daily on October 11, 1995.
9. Arnold Beikhman, **Who Leads the Post-Cold War Show?**, The Washington Times, September 11, 1995. Printed in Armenian Lragir daily on October 11, 1995.
10. **Ukraine: Solving Problems after Chernobyl**, Transition 8 September, 1995, Vol 1, # 16. Printed in Armenian Lragir daily on November 14, 1995.
11. Ronald Steel, **Crises of Internationalism**, World Policy Journal, Summer 1995, Vol. 12, # 2. Published in Armenian Lragir daily on October 25, 1995.
12. Michael Ignatiev, **Legend and Antagonism**, Time, 17 July, 1995. Printed in Armenian Lragir daily on October 18.
13. **Germany and France are not Europe**, International Herald Tribune, 11 November, 1997. Printed in Armenian Azg daily on November 22, 1997.
14. Translated several chapters of the *Step-by-Step textbook* from English into Armenian for OSI Step-by-Step program.

Technical Skills: Have computer knowledge, (MS DOS, NC, WINDOWS, Microsoft Word, WordPerfect, Excel, PowerPoint, E-mail and Internet Browsers)

Languages: Armenian, Russian, English, little French, basic German

Interests: Poetry and prose writing, Table-tennis, Travel

References: to be provided upon request.