

CURRICULUM VITAE

PERSONAL

Name Zara Sargsyan
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Date of birth July 14, 1977
Place of birth Yerevan, Armenia
Nationality Armenian
Marital status Single



EXECUTIVE SUMMARY

A hardworking and fast learning individual seeking a challenging position. Committed and energetic Office Manager/Translator with strong leadership skills and a profound international seven years of experience in water and wastewater services with an in-depth knowledge in different sectors, excellent idiomatic command of the different languages in which she works with an extensive vocabulary and the skills to express herself clearly and concisely.

Business experience in International Companies/Organizations

MVV decon GmbH Germany, Veolia Water Armenia, United Nations Development Program (UNDP)

Sectors

Water and wastewater services for public authorities and industrial companies, energy efficiency of municipal heating and hot water supply, construction, consultancy.

PROFESSIONAL EXPERIENCE

- 2010 – until now **Consortium of MVV decon GmbH, MVV Energie AG, AEG Services LLC companies, Yerevan, Armenia**
KfW Management Contractor Project – BMZ-Nr. 2007 70 214
Office Manager/Translator
- Responsible for organization and coordination of all office operations, procedures and resources to facilitate organizational effectiveness and efficiency
 - Assisting staff in performance of duties, serving as informational resource in regard to more difficult inquiries or problems
 - Acting as a first point contact for both internal and external relationship
 - Maintaining the top level manager's calendar and schedule; making appointments and/or travelling arrangements; planning and implementing conferences and special events; making any necessary venue or residence reservation or arrangements
 - **Provision of translation services including**
 - Translation of all documentation, correspondence, reports, minutes of meetings and project related documentary flow from Armenian or Russian into English and from English into Armenian or Russian
 - Verbal translation of all meetings and training sessions from Armenian or Russian into English and from English into Armenian or Russian
- 2006-2010 **Yerevan Djur CJSC (Veolia Water Armenia), Yerevan, Armenia**
Veolia Water, the world's leading operator in water services, provides water and wastewater services for public authorities and industrial companies

2009-2010 Responsible for Professional Trainings

- Responsible for creation and/or designing of customized training programs according to training needs
- Verify and sign all internal/external training requests
- Work closely with other managers to identify training needs and design an overall training plan to meet the identified needs
- Analyse and evaluate continuously the needs in the matter of professional development of the staff
- Develop company's training curricula, provide timely reports
- Implement contemporary training instruments in accordance with the Company's General Policy and priorities
- approx. 1450 employees

2008-2009 Responsible for Public Relations/External Relations Organization

- Responsible for planning and overseeing public relation activities including but not limited to press releases, social media news releases, trade show interviews, partner events, client events, press tours for executives, and build relationships with media journalists
- Preparing and supervising the production of publicity brochures, hand outs, direct mail leaflets, promotional videos, photographs, films and multimedia programs
- Organizing events including press conferences, exhibitions, open days and press tours.
- Working with team members to create, edit, and post content to company websites
- Writing press releases and other materials as needed
- Liaising with and answering enquiries from media, individuals and other organizations, often via telephone and email

2006-2008 Assistant to the General Secretary (General Manager Office)

- Responsible for provision General Secretary with a comprehensive assistance and administrative support of all aspects of the job
- Maintaining day to day secretarial duties within the General Secretariat of the Company (letters, fax, mailing and phone calls)
- Making travel arrangements, e.g. ticket and hotel booking and visa getting for local staff, as well as for international consultants, etc
- Preparing official documents related to the arrival/stay/departure of expatriate staff, hosting visitors

Provision of translation services including

- Translation of all documentation, correspondence, reports, minutes of meetings and project related documentary flow from Armenian or French into English and from English into Armenian or French
- Verbal translation of all meetings and training sessions from Armenian or French into English and from English into Armenian or French

2005-2006

UNDP/GEF/00035799 "Armenia: Improving the Energy Efficiency of Municipal Heating and Hot Water Supply" project, Yerevan, Armenia

International organization project

Project Expert Group Assistant

- Responsible for managing the Project Manager's agenda, arranging both internal and external meetings with national and international experts, subcontractors preparing background materials
- Making up proper written translations from Armenian into English/Russian and vice versa, as well as from Russian into English and vice versa
- Providing all necessary support in organizing seminars and round table discussions, training sessions and seminars, etc

2000-2002 **Kekhyan-Elegant LLC, Yerevan, Armenia**
 Centre of teaching foreign languages
 English language instructor

- Responsible for teaching general English language and for preparing students to take English Language examinations (for example TOEFL)
- Designing and delivering appropriate lessons which provide for effective teaching strategies and meet the individual needs of students
- Preparation, selection and use of teaching-learning materials (including the use of textbooks, in-house materials and self-created materials)
- Carrying out administrative and record-keeping tasks associated with teaching and assessment

1999-2000 **Elementary school # 192, Yerevan, Armenia**
 Educational institution
 English language teacher

- Responsible for planning, preparing and delivering lessons to a range of classes and age groups
- Preparation and setting tests, examination papers, and exercises
- Producing new materials, including audio and visual resources
- Classroom management

PROVISION OF TRANSLATION SERVICES

2008 – until now English/Russian and Russian/English freelance in A-B.KZ translation company (<http://www.a-b.kz>). Provision of written translation services

Feb – March 2007 Provision of high quality written translation services (English-Armenian) to Academy for Educational Development (AED/Armenia)

Oct – Nov 2006 Provision of high quality written translation services (English-Armenian) to EU TACIS Project "Support for Establishment of National Centre for VET Development (NCVETD) in Armenia". The assignments included reports prepared by international experts

EDUCATION

2000 – 2005 Foundation French University in Armenia. Faculty of Management. Diplôme DESFA de l'Université Lyon 3: "Diplôme d'étude supérieur franco-arménien". Qualification: Specialist in International Business in the Field of Management

1999 – 2000 Attended the whole preparation course for the "TOEFL" test in English language teaching center "SOFT & SAFE". (Certificate of Attendance)

1994 - 1999 Yerevan Khachatour Abovyan Armenian State Pedagogical University. Faculty of Preschool Pedagogy. Department of Preschool Pedagogy, Psychology and English. Qualification: Instructor of Preschool Pedagogy, Psychology and English

LANGUAGE SKILLS

Armenian	Native language
English	Fluent in written and spoken
Russian	Fluent in written and spoken
French	Fluent in written and spoken

COMPUTER SKILLS

Proficient in Microsoft Windows XP Pro 2002, Outlook, Word, Excel, Power Point, Visio, Acrobat Reader, WinZip, Email, Internet Explorer, Fax, Scanner, Printer.

REFERENCES

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