

**Syuzan Marukhyan**

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***Education:***

**2019 Oct.** **MDF Training & Consultancy**, Advocacy and Policy Influencing Course

**2019** **ICANN 64 Fellowship, Kobe, Japan**

**2016 - 2018** Executive MA in EU Studies from the CIFE On-Line Academy; Policy Officer in European and International Organizations (Title registered in the National Register of Professional Certifications on the level I, European Qualifications Framework Level 7 (Official Journal of the French Republic.) & A PMM Certificate  
Thesis Topic: **GDPR and Its Possible Influence on Non-EU Countries.**

**2016 March-Sep.** EU Neighbourhood Platform Courses: Certificate on Completion.

**2012 March-Aug.** Diplo Foundation. Introduction to Internet Governance & Privacy and Data Protection, On-line Courses. (Certificates on Completion)

**2011** HREA on-line course on Project Management in NGO sector.(Certificate on Completion)

**1996-1997** Central European University, Budapest, Hungary.  
International Relations and European Studies department.

**1989-1994** The Brussov Institute of Foreign Languages, English Department, Yerevan, Armenia (MA Equivalent according to Bologna System)

**1979-1989** English Language School #114, Yerevan, Armenia (Equivalent to High School)

***Work Experience:***

**2017 -2020** **Communications and Social Marketing Expert for the Urban Institute's USAID funded Pure Water Project**

- Planning of water-user- centered awareness and education campaign in cooperation with the project partners within the public awareness component lead, including elaboration of key messages
- Preparation of information and education materials
- Support in organizing events and outreach activities

- Ensure producing bi-monthly TV programs, PSAs and bi-annual Newsletters

**2015 Sept.-Oct. Save the Children Country Office, PR and Communications Back-up Support Expert Communications Back-up Support Expert**

- Preparation of information materials for the web and social web-sites
- Concept development for the organization's annual report and annual event

**January 2014 –up to now. American Research Institute of the South Caucasus, Branch Director (Part time)**

- set up and run overseas office
- Promote ARISC activities and events through social networks
- Maintain financial records as well as project use records
- Responsible for ARISC LinkedIn social page
- Contribute to ARISC Monthly News Bulletin
- maintain communication with the Executive Director, directors of the other ARISC overseas offices, and ARISC officers, board and steering committee
- organize local talks, workshops, symposia and reading and writing group
- prepare written reports of ARISC activities in the country
- identify prospects for ARISC projects and services
- supervise support staff

**2013 May-Aug WB Yerevan Office, Program Assistant**

- Provide operational support to Task Teams on all aspects of project preparation and implementation according to the project cycle; drafting correspondence and project status reports, letters, documents; managing project correspondence; and drafting routine project documentation.
- Handle administrative logistics for review meetings, project negotiations, loan signings, conferences, workshops, etc.
- Maintain/update the pipeline project list and relevant Database. Assist Task Teams in updating project timetables. Prepare, review, edit and format project documentation according to Bank and Regional guidelines.
- Conduct document quality control ensuring conformity with Bank policies and regional guideline.
- Perform SAP transaction processing for the unit (e-consult, consultant's travel) and other procurement transactions (e.g. create contracts/purchase orders and requisitions, Service Entry Sheets, STT/STC appointments, TF balance reports and etc.);

**2011-2012 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.**

- plan, organise, implement and follow 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;

- support to Strasbourg-based staff and short-term consultants when carrying out tasks and missions in the field;
- prepare and ensure close budgetary follow-up of all programme expenditures in accordance with Council of Europe regulations and procedures and EU requirements;
- select local service providers and negotiate contracts in consultation with headquarters;
- liaise and co-ordinate with colleagues in the field and in headquarters concerning the implementation of programme activities and the sector-specific situation in the beneficiary country;
- undertake official journeys in connection with activities described above, etc.

**2002-2010**

**Council of Europe Information Office (IOCE) in Armenia, Director.**

- 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).
- 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;
- 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);
- Replacing the Head of Office in coordination efforts, including the planning and projecting of technical assistance topics and directions
- Coordination of the CoE projects implemented in particular in the field of Culture, Local Government, Education, Democracy and Human Rights
- Establishing and maintaining relations with the Government, NGOs and the media as concerns the activities of the Council of Europe
- Establishing and maintaining communication initiatives with civil society; making presentations on the values and principles of the Council of Europe as required;
- 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](http://www.coe.am)), etc.

**2001 Aug. - 2002  
Dec.**

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

- Develop and lead the implementation of all components of the PR Campaign (information dissemination, development of public relations/education programs' materials; organization of public events, ceremonies, and support the management of the Recovery Zone Resource Center, Gyumri).
- Coordinate Regular Donor meetings for resource mobilization.
- 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.
- Supervise appearance of all "information centers" in the partner EQZ cities assuring consistency in themes and messages and gauge public perception of the program.

**2000 Aug.-2001 Aug. International Monetary Fund, Senior Administrative and Research Assistant to Res. Rep.**

- 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.
- Generating written documents in English and other working languages on a regular basis.
- Quarterly budget reports, logistics, procurement, etc.

**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.

**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)

**1997-1998 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).
- WWW NGOC Home page review and update
- 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, etc.

**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, etc.

**1994-up to now Experience as a Translator and Interpreter (consecutive).**

**Clients:** AZG daily, Institute of National Economy, Arax Independent Firm, US Treasury, Armenia-Open Society Institute Foundation, TACIS, Federation of Red Cross, Swiss 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'; Internews, Media Initiatives Center, CoE Division on Cybercrime; Avant Assessment; Polilingua, Council of Europe Office in Yerevan, ADA, GIZ, EDMC, ICRC, ALS, ABA-Rolli Macedonia Branch, etc.

**References: To be provided upon request.**