

ANNA EMEKSUZYAN

Sayat-Nova 21a, Apt. 23, Yerevan, Armenia
Phone number: +37494 562228
Email: emeksuzyana@gmail.com

OBJECTIVE

To obtain a qualified and deeper Experience in organizing and implementing trainings, meetings that will allow me to utilize my knowledge, skills, and abilities to contribute to the overall productivity of the organization.

PERSONAL STATEMENT

- Experienced in customer service, public relations, project management, with a large, diverse clientele.
- Knowledge of planning, team building, customer service, conflict resolution.

EMPLOYMENT

American University of Armenia Admissions Coordinator Responsibilities: <ul style="list-style-type: none">• Manage MBA, MSSM and MSE recruitment.• Establish and maintain applicant's records and files. Maintain the applicant database.• Assist in creating promotional materials (flyers, fact sheets)• Manage daily admissions email and phone inquiries.	Yerevan, Armenia	01.06.2016- present
On maternity leave	Yerevan, Armenia	01.11.2014-01.06.2016
American University of Armenia Administrative Secretary Responsibilities: <ul style="list-style-type: none">• Arrange and confirm appointments for the Dean/Assistant Dean.• Establish and maintain student records and files. Maintain the student database.• Attend and take, type and distribute minutes of faculty and various committee meeting.• Coordinate the logistics of course delivery such as faculty materials, faculty travel, classroom bookings, audio-visual equipment reservations.• Maintain schedules and calendars. Process expense accounts.• Oversee the operations of the Departmental Reference Room, to include circulation of reference materials, cataloging of acquisitions, and follow-up of overdue material.	Yerevan, Armenia	22.03.2013-01.11.2014

On maternity leave **05.05.2011-02.03.2013**

American University of Armenia **Yerevan, Armenia** **05.03.2009- 05.05.2011**
Administrative Secretary

Responsibilities:

- Arrange and confirm appointments for the Dean/Assistant Dean.
- Establish and maintain student records and files. Maintain the student database.
- Attend and take, type and distribute minutes of faculty and various committee meeting.
- Coordinate the logistics of course delivery such as faculty materials, faculty travel, classroom bookings, audio-visual equipment reservations.
- Maintain schedules and calendars. Process expense accounts.
- Oversee the operations of the Departmental Reference Room, to include circulation of reference materials, cataloging of acquisitions, and follow-up of overdue material.

“Aquatec” Health Complex **Yerevan, Armenia** **01.07.2008- 08.02.2010**
SPA Center “Aphrodite” Administrative Assistant

Responsibilities:

- Make marketing researches
- Prepare reports on different issues
- Make accounting reports
- Provide assistance to the Director in daily activities
- Greet visitors, understand their needs and offer relevant procedures
- Assist in organizing and conducting presentations for potential clients
- Maintain office files, correspondence and other documents
- Answer, screen and manage incoming local and international phone calls and mails
- Provide oral and written translation of the official documents

Armenia International Airport, CJSC **Yerevan, Armenia** **01.07.2006- 01.07.2007**
Check-In Clerk

Responsibilities:

- Register passengers and their baggage according to airline specifications
- Participate in airport arrival procedures
- Participate in airport departure procedures

Achievements: Attended training in Customer Behavior and Dangerous Goods

PROFESSIONAL SKILLS

Technical Skills

- Multilingual - native in Armenian, fluent in English and Russian, and fair in Spanish
- Proficient in MS Office (Microsoft Word, Excel, PowerPoint, Outlook)

Personal Skills

- Focused and results-oriented in supporting complex, deadline-driven tasks and projects. Good collaborative and interpersonal skills and viewed as a valued team player with strong work ethics and high integrity.

- Organized and efficient with effective problem solving skills, a pro-active style and capable of multi-tasking.

EDUCATION

YEREVAN LINGUISTIC UNIVERSITY AFTER V. BRUSOV Specialist of English and Spanish Languages, Teacher	YEREVAN, ARMENIA	2001-2006
SECONDARY SCHOOL # 150 AFTER F. NANSEN Certificate of ten-year (Complete) Secondary Education	YEREVAN, ARMENIA	1991- 2001

CERTIFICATES

September-December 2013

American University of Armenia

Non-degree student for Effective Communications Course

Grade received- A

December 2003

Certificate of Completion Academic Writing, Listening and Speaking courses with the English Language Fellow sponsored by the United State Department of State Office of English Language Program

May 2000

Certificate for participating in the program of Applied Economics organized by Junior Achievements