**Zaruhi Tonoyan**

33A Orbeli str. Apt. 13

Yerevan, Armenia

E-mail: [ztonoyan@yahoo.com](mailto:ztonoyan@yahoo.com)

Tel: +374 55 991975 (mob.), +374 93 181975 (mob.)

Skype: zarah.tonoyan

**Summary of Qualifications:**

A committed professional with over 20 years of professional experience in international development sector (CARE, CRS, WV, Red Cross, Eurasia Foundation, Oxfam, etc.). Certified Project Management Professional (PMP, USA), Certified Management Consultant, Essentials (CMI, UK) with a sound knowledge in project cycle management, M&E, organizational development, and policy advocacy. Strategic thinking and creativity combined with good planning skills and ability to work in a multi-cultural environment are essential characteristics of the work style.

***OD Consultancy/Lecturing:***

* Organizational Development(OD) consultations and training sessions/workshops on strategic planning and a set of soft skills in partnership with OxYGen <http://oxygen.org.am/index.php/en/>
* Chartered Management Institute (UK) Level 7 Strategic Leadership and Management trainings in partnership with IAB in Armenia <http://www.managers.org.uk>
* Leadership, HR and Organizational Behavior lectures in partnership with the State Medical University in Armenia <http://www.ysmu.am>
* HR Management lectures as a part of Executive MBA program in partnership with Management Mix <http://www.managementmix.com>
* Project Management Adjunct Lecturer at the MS CBE of American University of Armenia

<http://cbe.aua.am/master-of-science-in-strategic-management/>

**Professional Experience:**

Dec 2017- **OxYGen (Oxfam spin-off)**

Present  **Disaster Risk Reduction Program Coordinator** Yerevan, Armenia

* Manage the implementation of Supporting Community Resilience in the South Caucasus project in close partnership with state and non-state actors
* Promote advocacy objectives of OxYGen Foundation in the field of DRR through involvement of DRR related alliances and networks
* Engage in fundraising activities of OxYGen to meet set of fundraising targets for DRR programs.

Sep. 2016- **OXFAM** Yerevan, Armenia

Sep. 2017 **Monitoring, Evaluation, Accountability and Learning (MEAL) Regional Coordinator**

**Food Security Regional Program**

* Implemented and monitored the project’s MEAL system and monitored project compliance with MEAL plans.
* Developed terms of reference for evaluation and impact assessments, providing ongoing support and guidance, timely feedback on research design, fieldwork strategy, and preliminary report drafts as necessary to ensure the quality of consultancies.
* Built capacity, provided mentoring or coaching to relevant project staff or local partners in addressing MEAL issues i.e base lines, indicators, developing monitoring systems, etc.
* Coordinated MEAL for the food security and nutrition campaign in Armenia and Georgia (including the monitoring of the healthy food provision in schools)
* Actively engaged and took part in research design and activities with local partners and external consultants.
* Assisted the project staff and partners in extracting critical lessons learned and good practices from the mid-term evaluation and monitoring reports and supported in the development of response plans
* Worked with relevant staff in designing and implementing monitoring systems that generate quality and timely data to inform individual project progress and final reports ensuring the quality and formats required by the donor.
* Ensured close monitoring (data collection and analysis) , including through regular field monitoring visits and review, in cooperation with country project and regional teams

Jun. 2010- **Oxfam Armenia** Yerevan, Armenia

Mar. 2016 **Disaster Risk Reduction (DRR) Program Officer**

* Managed and coordinated Oxfam partners and community based organizations to effectively implement DRR programme
* Monitored and evaluated program’s activities to maintain and/or improve the quality, incorporating learning in the programs and ensuring achievement of desired impact
* Worked very closely with target community schools (parent councils, students, school administration) to ensure that DRR capacity development of the community school is on the agenda of community development plan
* Liaised with DRR National Platform and other DRR stakeholders’ co-ordination in advocacy/policy issues
* Coordinated the delivery of key forums/conferences to support Oxfam 's policy development work to ensure Oxfam’s messaging on DRR is appropriate/strong and reaches key audiences
* Actively participated in the formation of Armenia DRR partners’ forum and regularly attended and took an active role at interagency meetings
* Supported the Country Director in development of project proposal and funding applications for submission to potential donors
* Mainstreamed DRR component in Oxfam Armenia other programs
* Served as a Partnership Focal Point for Oxfam Armenia
* Served as CAMSA (Common Approach to MEL and Social Accountability) focal point for Oxfam Armenia

Jul. 2008 - “**ArmenTel”-the largest telecommunication company of Armenia** Yerevan, Armenia

Jun. 2010  **Head of Organizational Development Department**

Managed the overall operation of the Department and had the following responsibilities to:

* Coordinate internal communications in the company (development of materials for intranet, initiation and spread of printed informational materials, etc.)
* Conduct the diagnosis of the overall company (once per a year: SWOT analysis)
* Initiate projects addressed to the zones of improvement identified during the diagnosis of the company
* Coordinate company’s personnel assessment process (over 3000 employees) based on the KPIs
* Initiate motivation events for personnel (personnel awarding based on the personnel assessment)

Jan. 2008- **World Vision Armenia** Yerevan,Armenia

Jul. 2008 **Program Officer**

*Design, Monitoring and Evaluation Department*

* Conducted project design including the development of logical frameworks, implementation plans, project proposals and design documents
* Initiated on-going monitoring of projects and developed project reports, following reporting procedures, insuring timeliness of reporting and compliance to donor formats
* Provided capacity building (ongoing and in form of formal training) to the Operations staff on programmatic issues including project design, reporting, etc.
* Provided support to operations managers in conducting program/project assessment including identification of information needs, planning and participating in data collection activities and reporting
* Assisted the Operations team in the preparation of annual and multi-year operations plans and strategies

Oct. 2005- **Eurasia Foundation Representative Office in Armenia** Yerevan, Armenia

Dec. 2007 **Program Officer**

*Local Governance and Migration*

* Managed the portfolio of projects in the areas local governance and migration
* Developed program design and strategy for local governance and migration projects
* Conducted program monitoring and prepared status reports as necessary
* Designed, managed and implemented program related researches and evaluations
* Maintained Grants Management System and Program Management Information System for designated program areas and project activities
* Organized and managed the review and selection of projects during grants competitions and within the Open Door Scheme
* Represented the Eurasia Foundation at the external meetings and discussions referring to the local governance
* Served a focal point between local authorities of Armenia and the Eurasia Foundation

Sept. 2003 - **Catholic Relief Services** Yerevan, Armenia

Jan. 2005 **Programming Team Leader**

* Oversaw the development and implementation of a partnership development plan for all partners
* Ensured that all projects are in compliance with grant requirements, including coordinating the timely submission of all project narrative and financial reports to CRS and/or external donors
* Managed and coordinated proposal development, including writing and editing proposals, submitting for strategic coherence, and finalization
* Facilitated meetings with team and/or partners to design new programs and improve current programs
* Worked in concert with the CRS/Caucasus team and other CRS/Europe and Headquarters staff to undertake fundraising initiatives
* Developed and provided trainings to staff and partners related to proposal writing, impact assessment, program quality standards, and implementation techniques
* Provided objective oversight of partner program monitoring and coordinate program evaluations, including participation in program evaluation
* Liaised with donors and collaborating INGOs, and represented CRS at working groups, and official meetings with the Government of Armenia
* Served as a Partnership Point Person for CRS Armenia and work in close collaboration with Partnership Regional Technical Advisor for CRS Europe/Middle East

Oct. 2001- **Catholic Relief Services** Yerevan, Armenia

Sept. 2003 **Grants Management Senior Program Officer**

* Developed administrative and financial policies for partner compliance, including application, selection, award, program and financial reporting, and closure
* Facilitated Memoranda of Understanding and Project Agreements with partners and key program staff
* Conducted Proposal Writing and Management training for CRS staff and its partners
* Reviewed proposals presented by partners and provided constructive recommendations
* Reviewed programmatic and financial reports from partners and provided feedback
* Monitored administrative and financial procedures of CRS partners under contractual relationship with CRS
* Served as a liaison with partners regarding contractual questions and donor requirements/regulations under USAID and BPRM awards

Mar. 2001- **Catholic Relief Services** Yerevan, Armenia

Oct. 2001 **Quality Management Technical Advisor**

* Updated the Program Manager on status and development of implemented programs
* Organized/ensured quality in the tendering processes within the frames of Education Program
* Served as a liaison between CRS/Armenia and legal companies
* Developed and reviewed with the lawyer contract/agreement templates
* Participated in contract signing between CRS/Armenia and NGOs
* Served as a liaison with contractors for providing and explaining donor requirements
* Identified and provided management consultancy to CRS and its partners organizations and capacity building trainings to the staff

##### 

##### Jan. 2000- Carl Vinson Institute of Government Athens, GA, USA

##### May 2000 Research Assistant

##### Participated in government research projects by collecting data from various university departments, discussing the research findings with the experts

* Conducted research analysis on “Level of Salary vs. Level of Education in the public sector”
* Initiated and facilitated meetings on “Diversity in the Workplace” and “Work Ethics”
* Participated at various international research forums, and conferences

Sept. 1998 - **Institute for Behavioral Research** Athens, GA, USA

Dec. 1999 **Interviewer at the Survey Research Center**

* Conducted computer-assisted telephone interviews
* Participated in research training programs discussing the principles of research analyses, techniques of collecting data, measurement of indicators, etc.
* Conducted statistical analyses on such issues as the usage of alcoholic beverages by teenagers, drunk driving, family food consumption, race discrimination at the worksite
* Collected data for new scientific research programs by interviewing beneficiaries, focus group discussions, etc.

Sept. 1997-**Armenian Red Cross Society**Yerevan, Armenia

Aug. 1998 **Financial Resource Development Officer**

* Designed income-generating projects for Post-Traumatic Rehabilitation Center in Armenia and honey production in Aragatsotn region, Armenia
* Developed a fundraising strategy for ARCS both nationally and internationally
* Investigated the local market for fundraising opportunities
* Acted as a liaison with partners regarding fundraising issues
* Collaborated with local and foreign donor organizations
* Conducted fundraising training sessions for the staff and partners

Sept. 1994-**CARE International in CIS** Gyumri, Armenia

Oct. 1996**Field Officer**

* Monitored and evaluated humanitarian assistance delivery in the northern region of Armenia
* Trained social service representatives to organize the distribution of the humanitarian assistance to beneficiaries
* Conducted pre- and post- humanitarian assistance distribution interviews with beneficiaries
* Collected data for new projects by conducting baseline surveys
* Produced written reports on all site visits stating the purpose of the trip, activities conducted, observations, problems and opportunities encountered, and evaluations and recommendations suggested
* Made recommendations for improving the monitoring system for future initiatives and program strategies based on lessons learned from past analysis
* Provided aggregate monitoring information for CARE and donor reports
* Initiated roundtables between state officials and NGOs to foster the establishment of cooperative relations between them

**Internships:**

May- **Embassy of Armenia in the USA** Washington, D.C. USA

Sept. 1999 **Political/ Economic Division**

Diplomatic Internship: Assistant to the Deputy Chief of Mission (DCM)

* Analyzed media reports to update the DCM on the political and economic situation of Armenia and US
* Consolidated and prepared the legal database of most recent Armenian laws
* Participated in preparation of the Armenia-Diaspora Conference, including the preparation of list of participants, provision of conference materials to invitees, and preparation of conference packages for participants
* Participated in diplomatic meetings, conferences, and lectures

May- **De facto Nagorno Karabakh Republic Diplomatic Representation in the USA**

Sept. 2000 **Director’s Assistant** Washington, D.C. USA

* Maintained financial operations of the organization, including billing, preparation of packages for payments, and monitoring of the office budget
* Wrote, edited and distributed “Artsakh” newsletter
* Followed up on various projects implemented in Nagorno Karabakh
* Collaborated with the Director in developing, organizing, implementing, and facilitating workshops, conferences and meetings
* Acted as a liaison with Armenian Diaspora representatives to provide updates on political and economic situation in Nagorno Karabakh
* Represented the organization at various international fora, think tanks, and conferences

**Academic Education:**

Aug. 1998- **University of Georgia (USA)** Athens, GA USA

May 2000 Master of Public Administration

Sept. 1992- **State Pedagogical University** Gyumri, Armenia

May 1997Major: Foreign Languages

**Trainings/Certificates:**

Jan.2017 **Organizational Change, Level 7**

Chartered Management Institute (UK) Yerevan, Armenia

Jan. 2017 **Strategic Leadership Practice, Level 7**

Chartered Management Institute (UK) Yerevan, Armenia

Dec. 2015 **Innovative Leadership** Yerevan, Armenia International Academy of Business

Dec. 2015 **Project Management Professional (PMP)** Yerevan, Armenia

International Academy of Business

April 2014 **Evaluation of Oxfam Gaza projects** Gaza Strip

Oxfam in Gaza

Sept. 2013 **Management Consultancy** **Essentials**  London, UK

Institute of Consulting

Mar. 2011 **Disaster Risk Reduction in Emergency**

RedR UK London, UK

Jun. - **Humanitarian Response**

Jul. 2010 Oxfam HQ Oxford, UK

Oct. - **Comprehensive Disaster Risk Reduction** Bangkok, Thailand

Nov 2010 Asian Disaster Preparedness Center

Aug. - **On-line certificate course on Natural Disaster Risk Management Program**

Sep.2010 World Bank Institute

Sept.2009 **Effective Communications in management**

Beeline University, Armenia Yerevan, Armenia

Jun. - **John Smith Fellowship Program** Aberdeen, UK

Jul.2003 University of Aberdeen, Scotland

Course on Democratic Governance followed by the internship in UNDP London, UK

Jul.- **Central European University** Budapest, Hungary

Aug. 2003 Summer University

*Course on Conflict Management at the Law School*

**Catholic Relief Services**

* People-Centered Advocacy and Human Rights Yerevan, Armenia 2005
* Finance for Managers Training Skopje, Macedonia 2002
* Management Quality Workshop Skopje, Macedonia 2001

**Business Support Center**

* Accounting and Taxes Yerevan, Armenia 2005
* Legal Regulations of Business in Armenia
* Labor Legislation of Armenia
* Legal Aspects of Contracting

**CARE**

International Project Design Workshop Tbilisi, Georgia, 1996

**Skills:**

*Computer:* Microsoft Word, Excel, Power Point, Internet, and Outlook

*Languages:* Fluent in Armenian, English, and Russian, basic knowledge of French

**Honors and Awards:**

Certified Program Management Professional, PMP (PMI, USA, 2015)

Certified Management Consultant, Essentials (Chartered Management Institute UK, 2013)

John Smith Fellowship recipient (UK, 2003)

CEU Summer University fellowship recipient (Hungary, 2003)

Edmund Maskie Fellowship recipient (USA, 1998-2000)

Scholarship for academic excellence (Armenia, 1992-1997)

Undergraduate Diploma with Honors (Armenia, 1997)