

CURRICULUM VITAE

1. Family name	Ohanyan	
2. First name	Liana	
3. Date of birth	Nov 04, 1976	
4. Nationality	Armenian	
5. Civil status	Single	
6. Contact information:		
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6. Professional Experience Record:

Short-term contract based training and consultancy experience:

ORGANIZATION	ILSIS Consulting (France-Armenia)
LOCATION	Yerevan, Armenia
DATE	October 2009 – present
POSITION	Invited Consultant / Trainer of Customer Service, Communication and Sales, Management and Leadership, etc.

ORGANIZATION	HRConsult NGO
LOCATION	Yerevan, Armenia
DATE	Jan 2007 – September 2009
POSITION	Invited Capacity Building Expert/European adult education and Life Long Learning systems

ORGANIZATION	European Education and Research Center
LOCATION	Yerevan, Armenia
DATE	March 2007 - April 2008
POSITION	Invited Business Consultant/Trainer of Project Management and General Work Ethics, Customer Services, Communications and Negotiations Skills, Employee Motivation, International Business Etiquette, etc.

ORGANIZATION	BSC NGO
LOCATION	Yerevan, Armenia
DATE	March 2007- present
POSITION	Invited Trainer/Consultant on Creative Thinking Skills in Management, Marketing, Advertisement and PR, Tourism and Business Administration sectors

Working Experience:

ORGANIZATION	European Movement in Armenia www.europeanmovement.am / .eu
LOCATION	Yerevan, Armenia
PERIOD OF EMPLOYMENT	February 2007 – present
POSITION	Vice-President

ORGANIZATION	UNDP/EU SCAD Regional Project www.undp.am
LOCATION	Yerevan, Armenia
PERIOD OF EMPLOYMENT	April 2003 - January 2007
POSITION	Assistant to the Country Manager for Armenia

ORGANIZATION	Seaborne International (USA-Armenia) www.seaborne-intl.com
LOCATION	Yerevan, Armenia
PERIOD OF EMPLOYMENT	February 2000 - December 2002
POSITION	Customer Service and Sales Representative in Armenia

7. Education:

INSTITUTION	American University of Armenia (AUA) Political Science and International Relations
DATE	1998-2000
DEGREE OBTAINED	MA
INSTITUTION	Hrachya Acharyan University International Journalism and Linguistics
DATE	1994-1998
DEGREE OBTAINED	BA

8. Professional trainings:

TOPIC/EVENT	Training of Trainers “Nous rendre visible les symbols de la democratie”
ORGNIZER	Amitie Portugal-Luxembourg, Luxembourg
DATE	September, 2009
TOPIC/EVENT	Training of Trainers on Conflict Management “From Theory to Practice”
ORGNIZER	CSI-Armenia, Trigon Consulting-Austria
DATE	July, 2009
TOPIC/EVENT	Training of Trainers on Self-Development Skills in Multicultural Societies
ORGNIZER	MTP-Oradea, Romania
DATE	May-June, 2009
TOPIC/EVENT	“General Management”
ORGNIZER	Mediterranean Institute of Management, Nicosia (Cyprus)
DATE	September - October, 2008
TOPIC/EVENT	“European Union: Policies and Values”, Team Leader
ORGNIZER	EERC, St. Paul Academie, Hannover (Germany), Brussels (Belgium)
DATE	April 2008
TOPIC/EVENT	Training of Trainers on Adult Education and Life-Long Learning Skills
ORGNIZER	“Adult Education and Life Long Learning Association”, Yerevan (Armenia)
DATE	January – March, 2008
TOPIC/EVENT	“Project Cycle Management and Basics of Fundraising”
ORGNIZER	EERC, Yerevan (Armenia)
DATE	February 2008
TOPIC/EVENT	Training of Trainers on Effective Presentation
ORGNIZER	BSC, Yerevan (Armenia)
DATE	January 2007
TOPIC/EVENT	“Integration to EU: Possibilities for Armenia”
ORGNIZER	AEPLAC, Yerevan (Armenia)
DATE	January 2007
TOPIC/EVENT	“Project Management Soft Skills” as a Coordinator for Armenia
ORGNIZER	RESPECT Refugiados, Spain
DATE	September 2007
TOPIC/EVENT	“PRINCE 2” Programme Management software
ORGNIZER	UNDP, Yerevan (Armenia)
DATE	March 2006
TOPIC/EVENT	“ATLAS” Programme Management software

ORGNIZER	UNDP, Yerevan (Armenia)
DATE	January - March 2006

9. Language skills

<i>Language</i>	<i>Reading</i>	<i>Speaking</i>	<i>Writing</i>
Armenian	Mother tongue	Mother tongue	Mother tongue
English	5	5	5
Russian	5	4	4
French	4	3	3

8. Membership of professional bodies:

Member of “Adult Education and Life Long Learning Association”, Yerevan (Armenia) www.mku.am

Other skills:

Computer literate for MS office, Power Point, Visio and Management Tools;
Versatile in use of internet for research, communication, social media.

10. Key qualifications:

Since February 2008 the Wise Democracy Center, Seattle, USA endorsed to coordinate the Wisdom Council Process in Armenia, which is a social invention designed to facilitate a leap forward in the quality of public conversation using innovative methods like **“Dynamic Facilitation”** and **“Creative Insight”** (for details visit <http://www.wisedemocracy.org>).

Personality characteristics: Career personality type: ENTJ (Extroverted, Intuitive, Thinking, Judging). Balanced brain, which is effective to be logical as well as think “out of box” and be creative where it comes for something innovative. Ability to write and speak clearly and convincingly, adapting style and content to different audiences. An effective self motivator and able to motivate others to produce their best work.

11. Specific travel experience:

Belgium, Denmark, Germany, France, Luxembourg, Greece, Cyprus, Romania, Netherlands, Ukraine, Georgia, UAE

List of Trainings:

- “Project Management”
- “Employee Motivation: How to make them love their job?”
- “How to achieve high performance at work?”
- “International Business Etiquette”,
- “Raising Company Performance”
- “Self-Development Skills for Managers”,
- “EQ: Emotional Intelligence Self-Development Course for Managers”
- “Time Management”,
- “Body Language in Business Communication”,
- “Effective Communications and Negotiations Skills”,
- “Office general ethics and norms”,
- “How to Write Measurable Objectives?”,
- “Management and Leadership Skills Development for Business People”
- “Excellence in Customer Service and Sales Techniques”
- “Communication and Negotiations Skills Development” (beginners and advanced)
- “Impact of Colors in Work Efficiency”,
- “Conflict Management within teams”
- “Creative Thinking in Business Management”,
- “Managing Creativity in Idea Generation Process at Work”
- “Creative Thinking in PR, Marketing and Advertisement”
- “Stress Management”
- “Performance Management: Managing Employee Performance”

- “Team Building: Developing High Performance Teams”
- “Teamwork: Building Better Teams”

* all of the mentioned training modules are developed by Liana Ohanyan

List of Clientele for trainings/consultancy/coaching:

Orange Armenia Telecom – Trainings on “Excellence in Customer Service and Sales”, “Results Based Management and Leadership”, “Excellence in Communication Skills”, “Cross-selling and Up-selling Sales Techniques”, also coaching services for the Orange Armenia Telecom managerial and sales consultants’ staff

Coca-Cola Hellenic Bottlers – “Phone Etiquette” training course for customer service, call centre and HR staff

Yerevan Water Supply company – Trainings on “Customer Service and Communication”, “How to Deal with Conflicting People”, “Conflict Management”

EERC – Trainings on “Creative Thinking in Business”, “Business Etiquette”, “Team Management”, “StarPower Simulation as the company staff evaluation tool”, “Employee Motivation Techniques”, etc.