

**SARINE MIHRANIAN** | Lebanese | 00.961.3.065712 | sarine.mihranian@gmail.com

Aim to create synergies among Fintech stakeholders by adding value to financial institutions through trend mapping and ecosystem best practices.

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## WORK EXPERIENCE

**Senior Program Producer - | '16 – '20**

**Arabnet** is a leading event, insights and innovation program organizer focused on tech business and innovation in the MENA region.

Focusing on:

- Financial Technology
- Digital Banking
- e-Commerce
- Insurance Technology

### Roles and responsibilities:

- Heading the Finverse Forum at Arabnet conferences
- Identifying trends and opportunities in: e-Commerce, Digital Banking, Insurance technology and Financial technology
- Conducting research on technology ecosystem.
- In depth research on Fintech ecosystem
- Working on Mastercard Saudi Arabia public policy government advisor project
- Creating client proposal based on their objectives
- Organizing different workshops for entrepreneurs
- Researching financial technology stakeholders and reaching out to potential Financial technology / banking firms and experts (regional and international)
- Researching ecommerce stakeholders and reaching out to potential Financial technology / banking firms and experts (regional and international)
- Coordinating day-to-day communications with speakers/mentors/judges for Arabnet's conferences.
- Researching new potential speaker/judges and staying up-to-date on the hottest topics
- Maintaining organized documentation of the status for different speakers, following up with them directly as required, and assisting in managing speakers during the conference.
- Managing the Arabnet startup database
- Supporting with the competitions for Arabnet conferences
- Promoting the competitions and getting entrepreneurs to apply
- Helping entrepreneurs improve their applications, responding to questions
- Creating innovation programs for entrepreneurs
- Coordinating logistics of the speakers and judges participating during the event
- Putting together the topics and the agenda of the day
- Writing panel descriptions
- Executing the conference

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**Customer Service and Operations Coordinator** | '12- '15

**Internal Auditor** | ISO 9001 | March '15- September '15

**C-plus Services - Orkin** creates a pest control program specifically tailored for businesses and homes.

**Roles and responsibilities:**

- Assisting the CEO and managing director
- Preparing daily schedule of customer visits
- Tracking finalization of contracts.
- Money collection
- Invoicing
- Preparing receipts
- Coordinate all the customer activities
- Preparing sales quotations
- Establish good customer relationship
- Process customer complaints
- Follow up with operations to ensure complaints are solved.
- Car tracking
- Control the bank transactions
- Conduct customer surveys
- Manage office duties
- Managing phone calls

**Operations Coordinator** | '11-'12

**Silicon Computer Systems** is a software provider with business solutions catering to IT needs.

**Roles and responsibilities:**

- Coordinating among various departments Technical, Sales, Marketing and Software in order to accomplish the daily tasks and projects.
- Preparing Sales Quotations and contract renewals
- Following up with customer feedbacks

**Operation Department** | '09-'11

**Virgin Megastores** is a global destination for music, entertainment, books, gadgets and electronics.

**Roles and responsibilities:**

*Logistics*

- Checking with forwarders status of imported goods
- Ensuring goods received match orders, checking discrepancies, handling certificate of origins, Ensure shipments received by customers

*Inventory Management*

- Handling Authorization of Customer Returns
- Dealing with Suppliers to offer customer best return conditions
- Ensuring utmost customer satisfaction

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## **LANGUAGES**

**Arabic | English | Armenian** | Read, speak and write fluently

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## **EDUCATION AND CERTIFICATION**

**Arab Open University** | BA in Business Management | '13

**ISO 9001-2008 IRCA certificate-internal auditor** | '12

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## **SYSTEMS**

- Elvis Retail System | Advanced
- Paperbricks (Operations System) | Advanced
- Visual Dolphin | Working knowledge
- Sales orders-purchase orders-inventory | Working knowledge