

Vicken Djamboulian

Beirut, Lebanon
+961 78 87 25 28 | vicken83@gmail.com

GENERAL SKILLS

- Soft Skills:
 - Empathy, Patience and Honesty
 - Communication, Flexibility and Enthusiasm
 - Self-Awareness, Respectfulness and Mentoring
 - Hard Skills:
 - Banking and Insurance
 - Operations and Policies & Procedures
 - Market Research, Sales and Customer Support
 - Events, Partnerships and Social Media
 - Project Management, Business Analysis and Quality Assurance
 - Word, Excel, PowerPoint, Access, Project, Visio, Photoshop and Canva
 - Typing Speed: 77WPM and Typing Accuracy: 99.8%
 - Fluent in English, French, Arabic and Armenian
 - Basic Knowledge of Spanish, Russian, Japanese and Chinese
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WORK EXPERIENCE

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|---|------------------|
| Operations Coordinator
COMIN INSURANCE BROKERAGE
<i>Beirut, Lebanon</i> | 2020-2026 |
| <ul style="list-style-type: none">• Monitored sales• Provided operational support• Liaised with VIP clients• Tested the application• Handled events and partnerships• Managed social media• Conducted market research• Wrote policies and procedures• Moderated daily stand-ups | |
| QA – Team Lead
BLU LOYALTY
<i>Horsh Tabet, Lebanon</i> | 2018-2019 |
| <ul style="list-style-type: none">• Prepared work processes• Executed functional and non-functional tests• Managed an implementation project• Cooperated with team members | |

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| Senior Consultant
<i>CAPITAL BANKING SOLUTIONS</i>
<i>Hazmieh, Lebanon</i> <ul style="list-style-type: none">• Managed projects for 4 banks• Developed user manuals• Worked on a delayed project• Contributed to a project for a local bank | 2017 |
| Project Manager
<i>MAJID AL FUTTAIM</i>
<i>Dubai, UAE</i> <ul style="list-style-type: none">• Applied the PMO guidelines• Managed stakeholder requirements• Conducted project risk management• Managed medium to big size projects | 2016-2017 |
| Infrastructure Support Analyst
<i>BANK AUDI LLC</i>
<i>Doha, Qatar</i> <ul style="list-style-type: none">• Monitored server logs• Upgraded operating systems• Maintained network• Liaised with vendors | 2014-2016 |
| Application Support Analyst
<i>BANK AUDI LLC</i>
<i>Doha, Qatar</i> <ul style="list-style-type: none">• Trained end-users• Managed change requests• Maintained user permissions• Complied with rules and regulations | 2007-2014 |
| Analyst Programmer
<i>BANK AUDI SARADAR GROUP</i>
<i>Beirut, Lebanon</i> <ul style="list-style-type: none">• Coded banking programs• Wrote data migration scripts• Designed accounting reports• Unit tested and deployed programs | 2004-2007 |

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EDUCATION

Certified Tester, Foundation Level (CTFL) American Software Testing Qualifications Board (ASTQB)	2020
ITIL Foundation Certificate in IT Service Management (ITILv3) Axelos	2014
Project Management Professional Certification (PMP) Project Management Institute (PMI)	2012
Masters in Business Computing Saint Joseph University (USJ)	2004-2006