

Haroutioun Derderian

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Languages: Arabic (Native), English (Upper Intermediate-IELTS 6^(General Training)), Armenian (Native)

Work Experience:

For Job Description, Skills, Achievements and References, please [click here](#) or visit: haroutioun-derderian.com/work-experience.html

- Aug. 2016 – Now **Behaviour & Learning Coordinator**, The International School of Choueifat-Muscat, Oman
(Students Supervisor) *Educational Sector* | iscmuscat.sabis.net
- Sept. 2014 – July 2016 **Executive Secretary**, Gulf & Safa Dairies Co. (ADH), UAE
Foodstuff Industrial Sector | gulfsafa.com
- May – Aug. 2014 **Front Desk Supervisor**, Danat Al Ain Resorts, UAE
Hospitality Sector | alain.danathotels.com
- Feb. 2012 – April 2014 **Risk Officer**, Aga Khan Agency for Microfinance – Head Office, Syria
Banking Sector | akdn.org/akam.asp
- Feb. 2011 – Jan. 2012 **Relationships Officer**, Aga Khan Agency for Microfinance, Syria
Banking Sector | akdn.org/akam.asp
- April 2009 – Nov. 2010 **Non-Commissioned Officer**, Syrian Republican Guard
Military Sector | *Mandatory Military Service*

Education:

For more information, please [click here](#) or visit: haroutioun-derderian.com/education.html

- **Currently**
Master in Childhood and Youth, The Open University, UK ^(On-going)
- **2014 – 2016**
Postgraduate Certificate in Business Administration, Edinburgh Business School, Heriot-Watt University
- **2009 – 2010**
Educational Qualification Diploma, Commerce & Economics specialisation, Syrian Virtual University, Syria
Comparable UK qualifications: Postgraduate Certificate | RQF Level 7 / SCQF Level 11 / CQFW Level 7
- **2002 – 2007**
Bachelor of Economics, Business Administration specialisation, Faculty of Economics, Aleppo University, Syria
Comparable UK qualifications: Bachelor degree | RQF Level 6 / SCQF Level 10 / CQFW Level 6

Volunteering Experience:

- 2011 – 2013 **ICDL preparation exam teacher**, Education and Illiteracy Eradication Association, Syria.
www.eiea-sy.com/portal
- 2010 – 2012 **English-Arabic Translator & Articles Editor**, Youth Leader Magazine, Online UN Volunteer.
www.global1.youth-leader.org/about-2/team/global-edition-translation-teams/arabic

Work Experience:

Aug. 2016 – Now

Behaviour & Learning Coordinator, The International School of Choueifat-Muscat, Oman
(Students Supervisor) *Educational Sector / iscmuscat.sabis.net*

Job Description	Skills	Achievements
<ol style="list-style-type: none"> 1. Motivating students to work hard during class in order to achieve maximized learning during school hours. 2. Contacting, updating, and following up with parents if and when a student is absent. 3. Ensuring a safe atmosphere within the school by making sure that neither bullying nor fighting is taking place. 4. Observing classes to ensure a calm learning environment is maintained. 5. Mentoring and discussing with students the role of discipline at school in creating a safe learning environment. 6. Conducting corridor, bathroom, and classroom checks prior to the start of the school day to ensure a clean, safe, and well-maintained environment for the students. 7. Coordinating the student line-up process prior, during, and after recess with the help of SLO® prefects in order to maintain order. 8. Managing the travel time between classes in order to ensure that no time is wasted as students relocate from one classroom to another. 9. Maintaining a quiet environment while students enter the classroom after their breaks. 10. Ensuring students are in class before the start of the day in a timely manner. 11. Entering information into the SABIS® School Management System (SSMS) including teacher and student attendance report, student infractions, etc. 12. Informing students of the disciplinary actions that will be taken, including classroom detention, after-school detention, etc. 13. Accompanying students to the bus area after school hours and making sure that all students get on their allocated bus. 14. Preparing daily reports related to teacher observation, student infractions, teachers complaints, etc. 15. Attending weekly meetings with team to discuss any concerns or issues they have regarding student behaviour. 16. Performing other related tasks or projects as they arise and as delegated by the school management. 	<ol style="list-style-type: none"> 1. The ability to analyse problems and devise solutions 2. Assertiveness in dealing with pupils and fellow professionals 3. Determination to see problems and solutions through to the end 4. The ability to empathise 5. A non-judgemental approach 6. Organisational and time management skills 7. The ability to relate to young people and adults 8. The capacity to motivate and act as a role model 9. A commitment to equality and diversity 10. A commitment to safeguarding 	<p style="text-align: center;"><u>First Year (2016-2017)</u></p> <p>Grades under supervision: Seven classes of Grade 4 (213 students), one class of Grade 5 (30 students), and one class of transitional class from Grade 2 to Grade 3 (8 students).</p> <p>Top Achievements:</p> <ul style="list-style-type: none"> - Introducing the phrase "my children" during the official meetings instead of "my students". - Transferring students' attendance and infractions data to useful Excel file reports. <p style="text-align: center;"><u>Second Year (2017-2018)</u></p> <p>Grades under supervision: Eight classes of Grade 3 (242 students)</p> <p>Top Achievements:</p> <ul style="list-style-type: none"> - Employing the corridor decoration and design to serve the required behavioural targets. - Innovating the "Inquiries Box" to preempt the unwanted behavioural accidents. - Introducing the method of Social Skills. - Developing the "Detention" principle of SABIS by using different tools like story discussion, apology letter, and obligation statement. <p style="text-align: center;"><u>Third Year (2018-2019)</u></p> <p>Grades under supervision: Eight classes of Grade 4 (234 students)</p> <p>Top Achievements:</p> <ul style="list-style-type: none"> - Creating "Making Smart Choices" & "Consequence Book" forms in purpose of documenting the accidents and the taken actions and to participate the students in the process of behaviour correction. - Comparing to the previous year, I succeeded to reducing the behavioural accidents 42%, Negligence infractions 41%, Academic issues 56%, and decrease the tardiness of my students to 23%. - With the cooperation of Art Teacher, I designed different behavioural and moral projects for my students. Such as: <ol style="list-style-type: none"> a. "Classroom & Playground rules." Art workshop. b. "My favourite thing is ..." project. c. End of Term 1 decoration. d. Term 2 Prefects election. e. "King of the corridor." Project. <p style="text-align: center;"><u>Fourth Year (2019-2020)</u></p> <p>Grades under supervision: Eight classes of Grade 3 (242 students)</p> <p>Top Achievements:</p> <ul style="list-style-type: none"> - Developing the advising sessions with interesting topics such as "circle of consequences" and "What is fair and not fair". - Enhancing the concept of Prefect within my students.

Sept. 2014 – July 2016

Executive Secretary, Gulf & Safa Dairies Co. (ADH), UAE
Foodstuff Industrial Sector / gulfsafa.com

Job Description	Skills	Achievements
<ol style="list-style-type: none"> Deal with telephone and email enquiries, using an email system (e.g. Microsoft Outlook). Photocopy and print various documents, sometimes on behalf of other colleagues. Organise and store paperwork, documents and computer-based information. Create and maintain filing and other office systems Keep diaries and arrange appointments. Schedule and attend meetings, create agendas and take minutes. Book meeting rooms and conference facilities. Liaise with staff in other departments and with external contacts. Organise travel and accommodation for staff and other external contacts. Use a variety of software packages (including Microsoft Excel, Word, Access and Powerpoint) to manage data and produce documents and presentations. Sort and distribute incoming post and organise and send outgoing post. 	<ol style="list-style-type: none"> Strong organisational skills. Presentation skills and attention to detail. The ability to plan my own work, use my initiative and meet deadlines. The ability to manage pressure and conflicting demands, and prioritise tasks and workload. A pleasant, confident telephone manner. 	<ul style="list-style-type: none"> - Establishing an effective archiving system. - Minimising some administrative procedures.

May – Aug. 2014

Guest Service Supervisor, Danat Al Ain Resorts, UAE
Hospitality Sector / alain.danathotels.com

Job Description	Skills
<ol style="list-style-type: none"> Supervises all activities of Front Office colleagues and assigns duties as needed to the different areas within the department. To ensure that an accurate room count is maintained and that all colleagues are fully aware of the hotel's selling status in order to maximise occupancy levels, average room rates and other revenues. Actively involved in promoting and selling Food & Beverage events / in house facilities and hotel/company. Maintains effective communication with all other departments to ensure smooth service delivery. Displays a pleasant manner and positive attitude at all times and promotes a good company image to guests and colleagues. Inspects rooms when necessary. Handles guest complaints on the spot concerning Front Desk Service and shares the information with other departments if necessary. Notifies the Assistant/Front Office Manager of any guest complaints. Replaces Night Manager and Duty Manager on days off and annual leave if required. Maintains the cleanliness and tidiness of the Front Desk area, utilises free time for tidiness of work areas. Demonstrates the 12-Service Excellence Basics and proactively encourages all 11. Front Office colleagues continually follows the same. 	<ul style="list-style-type: none"> - Ethics/Integrity - Decision Making - Dependability - Adaptability/Flexibility - Outgoing & Friendly - Patient & Kind - Sense of Humour - Energetic

Feb. 2012 – April 2014

Risk Officer, Aga Khan Agency for Microfinance – Head Office, Syria
Banking Sector / akdn.org/akam.asp

Job Description	Skills
<ol style="list-style-type: none"> Evaluate individual loan submissions that are reviewed by the Senior Relationship Officer, as mandated by the credit policy and standard operating procedures. Analyse the reasons behind clients' delinquency and provide recommendations for better loan appraisal and recovery. Review portfolio quality on a regular basis, analyse key credit risk indicators and provide recommendations for the exposure and diversification limits. Closely coordinate with the internal audit, information technology, and finance departments to identify and monitor operational, liquidity and market risks as prescribed in the risk management framework, and provide recommendations for risk mitigation. 	<ul style="list-style-type: none"> - Technical acumen. - Problem-solving and decision-making abilities. - Analytical skills and a good eye for detail. - Planning and organisation skills. - Good communication and presentation skills. - Numerical skills and the ability to evaluate costs. - The ability to understand broad business issues.

Feb. 2011 – Jan. 2012

Relationships Officer, Aga Khan Agency for Microfinance, Syria
Banking Sector / akdn.org/akam.asp

Job Description	Skills
<ol style="list-style-type: none"> Creation of quality risk assets to meet set targets. Sourcing of clients for both savings, Current and fixed deposit accounts in line with set target. Packaging of customers' credit requests. Conduct qualitative credit appraisals of clients' businesses e.g. cash flow, profitability, P&L & Balance Sheet Analysis. Ensure credits are packaged in line with credit policies & procedures of the bank. Ensure credits are within the bank's obligor limit. Rendering financial advice to clients. Rendering weekly & monthly reports to the management. Ensure proper KYC (Know Your Customer) are conducted on customers. Monitoring the loan portfolio and follow up on repayment. 	<ul style="list-style-type: none"> - Business acumen and analytical skills. - Excellent Relationship Management. - Good understanding of business process. - Hardworking, commitment, ability to communicate and self-motivated person. - Good interpersonal Skill. - Attention to details.

April 2009 – Nov. 2010

Non-Commissioned Officer, Syrian Republican Guard
Military Sector / Mandatory Military Service