



Gassia Samuelian

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Personal Data

- Lebanese/Armenian
- Born in Beirut
- November 9, 1994

Education

American University of Armenia
MBA - 2022

Haigazian University, Beirut
B.S. in Business Administration

Professional Experience



Quality Analyst, ServiceTitan Armenia

June 2023 – Present

- Working with cross-functional associates to establish quality reporting that measures process, solution and product knowledge.
- Utilizing established rubrics to conduct ongoing evaluation results.
- Partnering with stakeholders to define plans for improving performance.
- Training managers, supervisors, and the enablement teams on quality programs.



Customer Support Advocate, ServiceTitan Armenia

Sept. 2022 – June 2023



Teaching Associate, American University of Armenia

Jan. 2023 – Present (Part-time)

- Assisting the instructor in organizing the course.
- Proctoring exams and conducting help sessions with the students.
- Marking the assignments, providing tutoring and instructional assistance.
- Holding joint and independent office hours to review assignments and provide feedback.



iGorts Fellow, Ministry of Economy of Armenia (NCIE)

Sept. 2021 – Jan. 2023

- Served as the primary liaison for internal and external contacts.
- Managed the Center's digital marketing and wrote the website's content.
- Consulted SMEs and Entrepreneurs interested in transferring their businesses to Armenia.
- Prepared monthly and quarterly reports to the High Commissioner of Diaspora Affairs' Office and the Minister.



Social Media Manager, Homenetmen Antelias Club

Dec. 2018 – Dec. 2022

- Created content for several platforms through a planned calendar.
- Generated, edited, published and shared content that aligns with the organization's goals.
- Oversaw the social media accounts' design and planned campaigns.
- Engaged with followers, responded to queries in a timely manner, and monitored customer reviews.

Languages

- English
- Arabic
- French
- Armenian

Skills

- Leadership
- JIRA Atlassian
- Problem Solving
- Salesforce
- Asana



Operations Manager, On your Way to Beirut

Dec. 2019 – March 2020

- Built strong relationships by addressing customer issues and complaints promptly.
- Reviewed and approved all operational invoices and ensured they were submitted for payment.
- Communicated any changes in the order or delivery date to relevant parties.
- Assisted in the development of strategic plans for operational activity.



Current Account Employee, CreditBank SAL

April 2017 – Dec. 2019

- Controlled credit card, educational, and business loan contracts signed by customers, ensuring they complied with the Loan Officer's approval.
- Entered customer data from source documents before filing and classifying legal papers.
- Set credit card & business loan limits lower than 100 000 USD.
- Prepared daily reports for the CA department and weekly reports for the Central Bank of Lebanon.



Sales Assistant, Monsoon Kids

Sept. 2016 – Jan. 2017

- Greeted, advised, and assisted customers in finding what they needed.
- Received and unloaded new shipments by maintaining the stock level well.
- Kept track of all cash and credit transactions after receiving payments and issuing receipts.
- Prepared daily financial reports for the mall's financial department and RG's accounting department.



Administrative Assistant, ASCO Coffee Mill

Jan. 2014 – Sept. 2016

- Answered phone calls, scheduled meetings, and supported visitors.
- Prepared and filed various reports, invoices, and banking statements.
- Maintained supplies by checking stock and anticipating needed supplies.
- Performed administrative duties such as filing, typing, copying, binding, and scanning.

Extra-Curricular Board

- Team Coach for the CaseKey Business Case Competition 2023.
- Coach for EPIC JAM's two-day Ideathon for young entrepreneurs and university students.
- Launched a fundraiser to help the refugees of the Republic of Artsakh settle in Armenia.
- Basketball Player at Homenetmen Antelias Women's first division team.
- Team captain of Haigazian Women's basketball team.