

# SEYRAN SARGSYAN

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## SENIOR EXECUTIVE

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### EXECUTIVE SUMMARY

A passionate leader with first class communication skills: dynamic, result-oriented with a strong record of performance in turnaround and high-paced organizations.

An inspiring and motivational manager with superior interpersonal skills capable of resolving multiple and complex (human resources, legal, financial, operational) issues.

Effective and accountable in high-profile executive roles-overcome complex business challenges and make high-stakes decisions using experience-backed judgment, strong work ethic and interpersonal integrity.

Respect and leverage human capital-motivate, mentor and lead talented professionals, direct cross-functional teams using interactive and motivational leadership.

Possessing vast managing, directorship and CEO experience he will always ensure that clear objectives and expectations are delivered and maintained. Being a perfect strategic problem-solver he envisions smart solutions, executing with urgency across all levels of the organization. He is skilled in negotiating partnerships and alliances with a keen ability to forecast industry trends and capture opportunities.

Within the framework of Government relations he has strong background in program development and quality assurance with an outstanding history of managing projects from initial conception, through development, to implementation. Due to his deep and comprehensive knowledge of state and local government affairs he is especially skilled at strategic planning, budget controls and problem resolution through implementation of special programs with Government.

Driven from the above he's been in a high level contact with appropriate government officials for a long time.

### CORE COMPETENCES

- Strategy, Vision and Mission Planning
- Contract Negotiations and Strategic Alliances
- Programs, Projects Development, management and Implementation
- Research and teaching
- Banking, analysis and economics
- Regulatory Compliance
- Tactical decision making
- Critical thinking
- Operational analysis
- Key partnership development
- Interpersonal communication
- Finance, Budgeting Management
- Public Relations and Media Affairs
- Policy and Procedure Development
- Government Regulations and Relations
- Human Resources Management
- Team Building and Performance Improvement

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## PROFESSIONAL COOPERATION AND MEMBERSHIP

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**Chairman**-Subcommittee of Banking and Credit Policy adjoining the Public Board  
**Member of the Supervisory Board** - NASDAQ OMX Armenia Stock Exchange ojsc  
**Member of the Supervisory Board** - "SME Investments" Credit Organization  
**Member of the Supervisory Board** - ACRA Credit Reporting Bureau  
**Member of the Supervisory Board** - Association of Accountants and Auditors of Armenia  
**Member of the Board of Trustees** - Financial and Banking College  
**Member of the Board of Trustees** - Small and Medium Entrepreneurship Development National Center of Armenia  
**Member, Expert/Specialist** - Task Force adjoining the Interdepartmental Committee  
**Member, Expert/Specialist** - Committee of Corporate Governance adjoining the Ministry of Economy  
**Member, Expert/Specialist** - Task Force of Corporate Governance

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## PROFESSIONAL EXPERIENCE

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**DEPUTY-CHAIRMAN** 11/2009-03/2011 and 08/2013- Present  
**EXECUTIVE DIRECTOR** 10/2006-11/2009 and 03/2011-08/2013  
**UNION OF BANKS OF ARMENIA**

- Officially represent the Union in state authorities, international and partner organizations
- Cooperate with partner organizations and state authorities (National Assembly, Government, Central Bank of Armenia, Ministry of Finance and Economy, etc)
- Coordinate joint work of member organizations
- Organize and administer Task Force activities
- Lead and supervise projects, ensure the project implementation in a timely and efficient manner
- Prepare and submit documents, reports, proposals to the Board (CEOs of all the banks in Armenia)
- Communicate with Board members of the Union
- Collaborate with international banks, financial organizations, and international organizations.
- Set up and control the implementation of internal procedures
- Direct and supervise UBA staff

**HEAD OF PAYMENT SYSTEM DEPARTMENT** 03/2005-10/2006  
*AREXIMBANK Yerevan, RA*

- Prepared instructions for employees on managing payment system
- Provided financial solutions that lead to maximum growth and profitability
- Developed tools and policies for business units
- Managed the processing center work
- Worked on new products and services

**SENIOR CHARGEBACK ANALYST** 03/2004-12/2004  
**GLOBAL PAYMANETS** Maryland, USA

- Performed quality control reviews
- Investigated and resolved disputed charges for cases with large amounts
- Came up with recommendations on process implementation policy modification
- Handled with policy issues and acted as a help resource for the other chargeback investigators
- Trained new associates on core responsibilities against fraud

**BANK REPRESENTATIVE**  
**BANK OF AMERICA** Washington, D.C., USA

**09/2003-03/2004**

- Provided guidance to clients
- Identified and provided appropriate financial solutions that led to maximum growth and profitability
- Processed customer transactions

**MANAGER OF THE INFORMATIONAL SECURITY DEVISION**  
**ARMENIAN CARD** Yerevan, RA

**11/2000-07/2001**

- Developed, diagnosed and adopted the operating system and software for performing credit card transactions
- Developed and documented all risk management policies for account underwriting, initial credit line assignment and ongoing risk management activities

**CREDIT CARD SERVICES DEPARTMENT MANAGER**  
**CREDIT YEREVAN BANK** Yerevan, RA

**10/1998-11/2000**

- Involved in continuous communication with foreign partners
- Performed day-to-day monitoring of credit card transactions, card accounts and resolved customer complaints
- Developed tools and policies for business units
- Investigated and resolved disputed charges on VISA, MasterCard and debit card transactions

**PROCESSING DEPARTMENT ADMINISTRATOR**  
**A – CARD** Yerevan, RA

**05/1996-10/1998**

- Administered the operating system for plastic card payment system
- Prepared and analyzed accounting data
- Managed preparation of plastic cards issued by various banks
- Handled with customer complaints

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## EDUCATION AND PROFESSIONAL DEVELOPMENT

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**M. S. Mathematics and Economics**, Iowa State University USA

**PhD program**, Armenian National Academy of Sciences, Institute for Informatics and Automation Problems Yerevan, RA

**B. S. and M. S. Applied Mathematics**, Yerevan State University Yerevan, RA

### RESEARCH AND TEACHING EXPERIENCE

**Instructor** - ITT Technical Institute, USA /2003-2004/

**Teaching Assistant, Instructor** - Iowa State University, Departments of Mathematics and Economics, USA /2001-2003/

**Research Assistant** - Armenian National Academy of Sciences and Yerevan State University, Yerevan, RA /1994-1996/

### RESEARCH PAPERS

Principles of Entropy Maximization and Its Applications in Econometrics USA /2003/

Almost Optimal S-Shift Self-Synchronized Codes”, Proceedings of the conference on Coding Theory in Positano Italy /1997/

Self-Synchronized Codes”, Proceedings of the CSIT conference Yerevan, RA /1996/

### CERTIFICATIONS

**Mergers & Acquisitions**; Global Association of Risk Professionals (GARP), Vienna, Austria /2015/

**Basel III and Asset & Liability Management**; Global Association of Risk Professionals (GARP), Vienna, Austria /2015/

**Business Leadership**; Columbia Business School, Yerevan, RA /2014/

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**The Foreign Account Tax Compliance Act (FATCA);** Ernst & Young, *Vienna, Austria /2014/*  
**Enterprise Risk Management (ERM);** Global Association of Risk Professionals (GARP), *Vienna, Austria /2013/*  
**Risk and Corporate Governance;** Global Association of Risk Professionals (GARP), *Vienna, Austria /2013/*  
**Basel III;** Global Association of Risk Professionals (GARP), *Vienna, Austria /2012/*  
**Risk Management and The Board of Directors;** International Finance Corporation (IFC), *Yerevan, RA /2012/*  
**CEO Forum; Values-Driven Marketing, Marketing 3.0 by Professor Philip Kotler;** *Yerevan, RA /2011/*  
**Information Security Management Systems Standard ISO 27001:2005;** Bureau VERITAS BSD, *Yerevan, RA /2010/*  
**Risk Management and Board Actions towards economy and company crises;** International Finance Corporation, *Yerevan, RA /2010/*  
**Risk Analysis and Risk Management;** City of London, International Banking School, *Yerevan, RA /2010/*  
**Compliance Foundation Practice Course;** European Bank for Reconstruction and Development (EBRD), *Yerevan, RA /2007/*  
**The Security of Plastic Cards conference;** VISA International and MasterCard International, *Russia /2005/*  
**Efficient Chargeback Processing training;** MasterCard International, *USA /2004/*  
**Dispute Resolution;** VISA International, *USA /2004/*  
**Introduction to Card Payment Systems;** Europay International–Europay Academy, *Belgium /2001/*  
**Tieto Konts Users’ Training Course on KCS subsystems and modules;** Card Finance and Control, *Latvia /1998/*

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### TECHNICAL SKILLS

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*General Computer Skills* - Windows, Microsoft Applications (including Excel, Word, PowerPoint)  
*Software* - TSP, SAS

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### LANGUAGE SKILLS

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English, Russian, Armenian