RESUME Zhazira Tolepova

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Career Objective

A **Records / Documents Management Professional** with AIIM organisation accreditation in UK; having nearly **seven (7) years** experience gained within **electronic documentation systems** based on soft and hard copies, conforming to the highest quality standards in the **Oil and Gas Industry**, among others. Now seeking a position that will enable my further knowledge and experience expansion.

Key Skills

- Extensive experience in the **implementation and ongoing management of an EDRMS system (paper & paperless)** and related administration functions
- Records Management Principles, Processes, Procedures, Specifications and Best Practices
- Experience with all elements of the Records and Documents Management lifecycle
- Customer-focused records management service whilst supervising staff
- Experience in the development and delivery of effective records management training programs
- Experience in engineering, project, contracting, purchasing & maintenance applicable to the oil & gas industry & construction projects
- Experience in EDRMS administration
- Skills on preparing, reviewing and controlling corporate documentation
- Ability to maintain confidentiality in dealing with confidential and sensitive information
- Sound time management skills
- Strong computer skills and literacy (EDMS, DB, MS office)
- Organisation & prioritisation skills
- Detail & quality orientated
- Able to work within a team environment as well as autonomously
- Excellent interpersonal & motivational skills
- Excellent verbal & written communication skills
- Supervision skills
- Translation and executive assistance
- Fast learner, analytical thinking
- Bilingual – fluent in English (IELTS – 7.5 band) and in Russian

Career Summary

2013 – 2014	Document Management Sr. Specialist	ENRC BTS
2013 – 2013	Project Document Data Management Lead	KPJV LLP
2010 – 2012	Surface Document Control Centre Analyst	NCOC Company
2007 – 2010	Senior Documents Controller	ESS LLP
2006 – 2007	CMMS Data Base Scheduler	ESS LLP
2005 – 2006	Technical Translator	Arctic Construction
2003 – 2005	Translator / PA to Project Consultant	Alsim Alarko

Training and Education

Electronic Records Management, Master Class
AIIM ERM Master Certificate Program – London, UK, December 2011

Higher Education: Translation Major (English/ Russian) - 4.0 GPA
Aktobe State University, Aktobe, Kazakhstan; 1999 – 2003

Professional Development

2012 Document Management according to RoK Legislation and Standards, Astana

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2011 Electronic Records Management, London, UK
2011 Venture Information Catalogue Course by Flare Solutions, Astana
2011 Effective Communication Skills, Astana
2011 Introduction to Oil and Gas Business, Astana
2011 Personal Effectiveness, Astana – Atyrau
2010 DCC on-the-job-training, Paris

Employment History

August 2014 – until present
I decided to take a break to travel and freelance and now I am looking for new opportunities.

July 2013 – August 2014 ***Document Management Sr. Specialist (PMO Specialist)***
Contract
ENRC BTS
www.erg.kz

Eurasian Natural Resources Corporation PLC (**ENRC**) is a private, Kazakhstan/Central African-focused, multinational leading diversified natural resources company headquartered in London, United Kingdom. It has activities in integrated mining, processing, energy, logistics and marketing. In 2014 the company was renamed into ERG. ENRC Business and Technology Services LLP realised a large-scale program to transform ENRC company's business. This program was connected with re-engineering business processes, designing, launching and supporting modern information technologies infrastructure, also consultancy services in information technologies field, mainly for SAP Application. I was invited to manage Document Control processes and guide Junior DCC and other counterparts working for ENRC branches across Kazakhstan and abroad. I reported to Project Management Office Manager in Astana office.

Responsibilities:

- Leadership and guidance, organising activities for Junior Document Controller
- Guidance for other DCC working in company branches across KZ and abroad
- Close work with Senior Project Team
- Deliverables and Document Management
- Document processes and procedures development
- Templates development and maintenance
- Search tool development in EDMS (Livelink)
- Proactive support to the team in deliverables and document control services
- Training sessions to new comers in the use of EDMS. Traveled to other offices to deliver training or to review their records management function as required
- Coordinated work progress with Internal Auditors and was responsible for Project Stages Close out Meetings
- QA Process Monitor and Control ensuring documents have correct signatures and revisions
- Participation in project planning and monitoring
- Reporting cycles
- Working across multiple departments, managing deliverables progress against time schedule
- EDMS (Livelink) Administration Support (access rights, passwords, connection with EDMS developers)

ACHIEVEMENTS:

- **EDMS content was classified and cleaned up**

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- **Fixed search tool in EDMS**
- **Established Document Management Procedure**
- **Fixed Document Templates**
- **Trained DCC in other branches**
- **End-users trained**
- **Ready-to-use EDMS is created**

January 2013 – June 2013 ***Project Document Data Management Lead***
Short Term Project / Temporary
KPJV Company

Fluor and WorleyParsons in JV with KING and KGNT had one of their Projects called CAR (Capacity and Reliability), which was to increase the capacity of the existing refinery in Tengiz oil field and at the same time make it safer and thus more reliable for the future. The Project was operated from Atyrau city. I reported to CAR Project Manager and had one assistant. The Project had successfully finished and KPJV now are working on the Future Growth Plant construction in Tengiz Oil Field.

Responsibilities:

- Responsible for internal and external customer document management activities
- Coordinated the approval process of the documentation for the project
- Reviewed Client specifications for the project & performed document control quality check before submission of documents
- Ensured the correct numbering and revision coding conventions were applied to all documentation
- Chaired meetings with Engineering discipline Leads / PDDM Team members to review status of documentation, including overdue actions
- Coordinated engineering, procurement and construction documentation and nomenclature
- Coordinated work process flow of information for project execution
- Worked across multiple departments, disciplines, suppliers, third parties and clients to assist with document management
- Managed all aspects of Document Control scope definition, developing detailed work plans, tracking, including managing and communicating work status
- Developed Document Distribution Matrix
- Transmittal Management
- Provided Engineering Deliverable reports to the Client
- Provided other PDDM reports as required
- Managed quality control and assurance procedures and ensured accurate and timely deliverables
- Leadership and guidance when organising activities for self and PDDM Junior
- Ensured compliance with IM published policies, guidelines and standards

ACHIEVEMENTS:

- **Hard copies library was set in order**
- **All documents were issued according to the Client's standards**
- **Safe work with no lost hours**

April 2010 – October 2012 ***Surface Document Control Centre Analyst***
North Caspian Operating Company
www.ncoc.kz

North Caspian Operating Company B.V. (NCOC) is the delegated operator of activities under NCSPSA. Assets within 5,600 square kilometre NCSPSA Contract area include the giant Kashagan field, one of the largest petroleum developments in the world. Other assets include Kalamkas, Aktoty and Kairan fields. Co-ventures of NCOC are Agip, CNPC, ExxonMobil, Inpex North Caspian Sea, KMGK Kashagan BV, Shell, Total.

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At this Project in Astana office, our team were responsible for coordinating all documentation that was previously was under AGIP's control. Thousands of documents were migrated to NCOC's EDMS. This job involved collaboration with all agents' DCC and all company departments as well as educating people on how to effectively use EDMS and documentation.

Responsibilities:

- Controlled documents produced internally or by agent companies and subcontractors ensuring they were in accordance with the Company Document Control procedures and accessible by the relevant parties
- Participated in the migration / hand over of Agip KCO EDMS database
- Provided on-board support / training for all EDMS users
- Monitored and reported on document submission by Shell, ExxonMobil, Agip ENI, KazMunaiGaz to ensure compliance with NCOC standards
- Controlled quality and delivery of documents requested by Shell, ExxonMobil, Agip ENI, KazMunaiGaz Authorities and RoK
- Analysed document numbering codes according to company procedures
- Monitored the application of EDMS support procedures
- Developed, contributed and implemented work instructions and procedures
- Audited the quality of EDMS and other record tools' contents for missing information or other discrepancies
- Provided system reports / metrics / statistics
- Maintained and updated electronic information systems
- Developed metadata model, classification schemes and access controls
- EP Catalogue Tracker – Enabled Business Process Tracking (e.g. Well Delivery; Environment Impact Assessment Records; Transmittals; Meetings and Lessons Learned) and their associated information to be tracked
- Published, indexed, bulk loaded records / documents into the EDMS / Venture Information Catalogue
- Processed routine requests related to the EDMS, records location, documents process flow, documents completing, etc.
- Venture Information Catalogue (EDMS) presentation, demonstration and training
- Followed, implemented and prepared archiving of project records as per the location archiving plan

ACHIEVEMENTS:

- **All documents and data were migrated into EDMS**
- **Transmittal management was set in place**
- **EDMS was demonstrated to all departments, top management and Agents' offices**
- **Created and systematised Business Process Tracker**
- **EDMS content was cleaned and set in order**
- **Safe work with no lost hours**

February 2007 – March 2010 — ***Senior Document Controller***
April 2006 – February 2007 — ***CMMS Database Scheduler***
Eurest Support Services Company
www.compass-group.com

ESS Support Services LLP is a subsidiary of the catering company Compass Group PLC specialising in harsh-environment large-scale food service and facilities management. Its primary clients are military forces and other security services, major defence contractors, and construction, mining and oil exploration and production facilities worldwide.

I commenced as CMMS Database Scheduler, organising Planned Preventive Maintenance trainings and relevant documentation. After about a year I was promoted to Senior Document Controller, working on a project in the Tengiz Oil Field, in charge of Facilities Management of the Shanyrak camp (8000 people) that was an asset of Parsons Fluor Daniel company, who were constructing a huge oil plant for TengizChevrOil. I reported to the Facilities Management

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Department Manager, with one DC assistant under my supervision. I was responsible for all FM documentation and work progress by Contractors through Contract Authorisations.

Responsibilities:

- Coordinated, planned and evaluated the performance of assigned subordinate staff
- Planned, implemented and maintained document management and records system
- Supported data migration between department systems
- Developed, implemented and maintained coding and indexing structures for document management programs
- Administered work progress with Contractors and provided progress feedback to the Management
- Organised team meetings for department communication and took meeting notes
- Coordinated the routing, review, approval and distribution of documents
- Controlled and coordinated PFD (Parsons Fluor Daniel LLP) Shanyrak Village Project documentation (drawings) turnover
- Located data such as technical documents, supplier quotations, possible vendors or contractors and technical information web wide and at files for the Client as well
- Developed, implemented and maintained filing system for the Contract Site Instruction
- Developed a tracking and distributing system for all Audit Reports received from FM stakeholders
- Streamlined and organised electronically the FM Plan Preventive Maintenance filing systems
- Created, registered Contractor Work Authorisations
- Traced deadlines of Contracts and Contractor Work Authorisations

ACHIEVEMENTS:

- **Fixed and systematised reporting cycles as regards work progress**
- **Hard copies archive was set in order and adjusted to excel Master List**
- **Established good connection and trust with clients**
- **Safe work with no lost hours**

Other Employment

May 2005 – April 2006 — ***Technical Translator***
Arctic Construction International

November 2003 – April 2005 — ***Translater / PA to Project Consultant***
Alsim Alarko Company

Technical Skills

- **Advanced**: Documentum (EDMS), "E-Room" Data Base System (EMC) and Livelink, VIC Catalog – Information and Records Management System (by Flare Solutions), CMMS (Computerized Maintenance Management Information System), MS Office Suite: Word, Excel (Pivot Tables, V Look-up, Basic formulas), Power Point, Visio, Outlook, Access, Project
- **Intermediate**: ProArc 4.3 (Document, Data and Drawings Management Data Base), SAP Application Software, Adobe, Lotus Notes
- **Basic**: Photoshop, AutoCAD
- **English Language**: Fluent (IELTS: 7.5 band in 2011)
- **Russian Language**: Fluent

Professional Referees

Available upon request.

For professional recommendations, please visit my LinkedIn profile:
kz.linkedin.com/in/dccrecordsmanagement