

Fatima S. Jandossova

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**Skills**

Analyst, project manager

Work experience

- Coalition on human rights defenders' security and protection (2016-2017) -> Head of project, coordinator, Website editor, media manager,
- Sange research (2001-2017) -> Consultant, researcher, project manager, part-time researcher
- Heavy Oil Tech (2013-2014)-> Project manager, Moscow
- JA Consulting (2001-2017)-> Director on development, consultant (owner)
- Pension Fund UlarUmit (2010-2013)-> Director on strategy
- Pension Fund Halyk (2009-2010) -> Head of marketing department
- Eurasian Bank (2008-2009) -> Head of marketing department
- KAPIOR – Kazakhstan Association of professional social and market research organizations(2008-2009) -> Executive director (Part time)
- Samsung Kz (2007-2008) -> Marketing manager
- National Business (2007) -> Director on development
- Glotur (1995-2001) -> Head of marketing department

Education

Physicists, Economist

Publications**Implemented projects in research and consulting****Skills**

Strong organizing skills, strong report writing skills, analytics methods implementation, improver, focus-group moderator. Possibility for business trips. Software: SPSS (Statistical software), MS Office (Excel, Word, Power point, Front Page, Outlook, visual basic practice as well, etc), Adobe (Photoshop, Acrobat, Premiere, Audition CC, Dreamviewer), Corel Draw, Gimp, Internet applications.

Principles of working: Kaizen philosophy: step by step improvements. Working in the team for team's success, leadership.

Languages

Russian: written – excellent, spoken – native;
 English: written – upper-Intermediate, almost advanced; spoken – Intermediate;
 Kazakh, Spanish: – elementary.

Competency

- ✓ **Copywriting:** texts, posts, song, poem writing.
- ✓ **Project Manager, Analytics, strategist:** General formulation of aims and problems, strategy developing, organizing and managing of job, planning, attention to personnel's needs, quality control and exactingness, work with staff and clients, reporting, including finances, tasks and timing, feedback, etc. Different kind of marketing analysis and social assessment (SWOT-analysis, competitors analysis, media monitoring reports, trend analysis, market situation breakdown, analysis of alternative, baseline analysis), descriptive analysis & comparative analysis of quantitative and qualitative data, etc., recommendations, expert assessment of different social issues, searching acceptable decisions.

General formulation, algorithm writing, modeling, methodology design (including Mystery shopping, inspections, observations), design of forms, reports, inquiries, tables, modules; database management, converting, standardization, corresponding, comparing, analyzing data, making correlation and control of sustainability, etc. collect and consolidate the first data in form of interview, in-depth interview, focus group discussion (moderator), and observation.

Work experience

March 2016– 2017 *Coalition on human rights defenders' security and protection (2016-2017)*

Head of campaign

Coordination, leading, website/page in FB building and content (www.pana-defenders.info).

October 2001 – 2017 *Sange Research center (Marketing and sociological research)*

Analyst, Consultant, Project Manager – by projects¹

Analytical job – reporting, project management, analyst, assessment manager, infrastructure and social assessment. Trainings, seminars and conferences design and conducting, etc.

Implementation of many research projects from idea and tools development, through the field works to statistical analytics and recommendations.

Contacts to corporate clients, round table and conferences conduction, business trips, interview, analytical reports.

The last four projects are:

1. The Ministry of education: National Report about statement of children in the Republic of Kazakhstan – report writing, statistician, analyst, 2016
2. International Budget Project (<http://www.internationalbudget.org/>): Assessment of the Kazakhstan budget transparency – researcher, 2016
3. World bank: Doing business project – researcher and coordinator by two indicators (research among small and medium business: how easy to get permissions for electricity and building) , 2016
4. The National Chamber of Entrepreneurs of the Republic Kazakhstan "Atameken", Social assessment of Almaty city, Astana city and Almaty region (research among small businessmen and ordinary people), 2015

Oct 2013 – Jan 2014 *Russia Life Standards Center, Moscow, www.vsug.ru*

Project manager of the Project on social contract (poor family public assistance)

Report writing for the Ministry of labor and social assistance of Russian Federation

Statistical analysis of data, interviewing, tools development, report writing, desk economic research

Apr 2013 – Oct 2014 *Heavy Oil Tech & Telecor-Energetika project team, Moscow www.telecor.ru*

Project manager of the Project on innovation technologies in oil cracking and radiation - development, montage and experiments

Analytics, marketing, economical assessment

Reporting to Ministry of Education and science of Russian Federation

Relationships and communications with partners: contracting, negotiating, round tables

Oct 2010 – Mar 2013 *JSC "Accumulating Pension Fund UlarUmit"*

Director of department on strategic development, marketing and advertising

Fund Strategy of development; marketing research control and development; ATL, BTL, media-planning; control of strategic indicators, SSP implementation, modeling and forecast, marketing budget planning and control (rate making, norms), projects' management: partners related programs design and development (Loyalty club) etc. www.ularumit.kz

July 2009 – Sept.2010 *JSC "Accumulating Pension Fund of Halyk Bank of Kazakhstan"*

Head of marketing division

Fund Corporate strategy, Fund positioning strategy development; marketing research control; projects' management: ATL, BTL, media-planning, CRM (loyalty index development and project initiation), formation of PR-division and control of PR-activity (articles, ratings, crisis PR, corporate

1 You can find the list of project implemented in Sange research center in the end of this CV.

edition “Vestnik Halyk”, etc.), Fund marketing committee participation, sponsorship (elderly people club initiation), agencies contracting (competitions); marketing budget planning and control (rate making, norms design), etc.

Improvements of fund's web-site (more friendly and useful interface) www.halykfund.kz

Financial literacy committee of RFCA member; Halyk group marketing committee member.

Marketing research projects – brand potential index, competitors' analysis, etc.

December 2008– June 2009

Eurasian Bank

Head of marketing division

Bank positioning strategy

Projects' management: Bank training center, Bank contact center, CRM, monitoring projects.

Marketing research projects

March 2008 – February 2009
opinion and market. (KAPIOR)

Kazakhstan Association of professional researchers of public

Executive director

Administrative management, financial management and reporting

Business planning, standardizations and improvements of procedures and business processes.

Coordination of workshops and other events of Association. Representative function.

Development of Code of researchers. (Standards for research companies): ensure that Code is in line with Kazakhstan laws)

Members of KAPIOR: BRiF research, BISAM research, Sange research, RCIOM, ISAS, Expert consult, ICCM, Marketing of goods and services magazine.

Recent events:

Development of Code of researchers (KAPIOR)

Creating of web-site www.kapior.kz,

International conference “Marketing research for business” in Almaty

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June 2001 – till present time

“JA Consulnig” Agency – Business consulting

Director on development, Consultant, Founder

Social assessment of small cities prospects

Administrative management, financial management and reporting

Business planning, standardizations and improvements of procedures and business processes.

Development of corporate culture principles.

Coordination of work Sales and Creative branches. Project management.

Development of marketing strategies, design (all kinds), creative, consulting, trainings in sphere of reputation and image management conducting of special events, administrative planning, budgeting and control.

Clients: Glotur DS Multimedia (LCD, PDP display market research, 2009, Analysis of Russia and Ukraine Display market 2008), Microsoft, Intel , Logycom, Glotur (Ashyk alem project on National PC 2007-2008), Glotur Group (Cooperation agreement, Sept. 2007), Red Point (i.e. Ogilvy) Training by marketing research for staff, 2007-2008, Coffeedelia cafe (interior and other design, 2004-2007), Beorsa ltd (creative, 2006), Tenir-group (training, 2001), PR-agency «Trinity» (PR market review, 2007) www.jollyart.kz

Recent events: “Smart things” magazine issue #1, #2, #3

Opening of Jolly Art Training center

Dana Gillespie concert organizing, 2012

Web-sites on Joomla: www.tirek.org, www.kieli7su.kz, www.oncohematology.kz, Jollyart.kz, www.otuken.kz

November 2006 – April 2007

Samsung Electronics Kazakhstan

Marketing manager on MI (marketing intelligence)

MI research control and corresponding reports

Weekly media monitoring report

Design of activity plan

PR & Sponsorship & Advertising control

ATL, BTL promotion activity control

Budget allocation
Shop display improvement, FSMT planning, POP planning
Co-operation with “Cheil” – Worldwide network advertising agency of Samsung

April 2006 – November 2006

National Business Magazine

Director on development

Organizing of NB Annual report competition: contest of companies’ annual reports and round table “Informational transparency of Kazakhstan companies: analysis, opportunities and actions”, where the problems of business transparency and corporative culture were discussed, as well as Informational transparency Memorandum between mass-media and business was signed. Implementation of business process system for main processes of magazine. HR documentation system development, recruiting and stager training organizing.

1995 – 2001, May

Glotur Group Company (Distribution of computer technical staff in Kazakhstan)

Marketing director, Implementation of ISO 9001

Strategic planning, general formulation, giving ideas, marketing research, analysis of market, positioning, ATL, BTL, PR, budgeting, quality management, organizing of events, working with suppliers and corporate clients, staff and controlling, contact to advertising agencies, Web-administration, HR, improvement and development of company, business trips, visiting of different events, the initiator of the first dealers’ conference.

1995 Part time translating of English articles for **BASF (Plants protection)**.

1994 Teacher of math in **secondary school #35**, team leading

Education

Economist-appraisal

Kazakh State Appraisal Institute. An economical education in the sphere of economic assessment. The theme of diploma work is “Assessment of intellectual property”. Courses attended: marketing, management, finances, investments, ecology, legal norm expertise of real estate, intellectual property, assessment, cadaster, real estate registry. 2002 – 2005

Physicist

Kazakh National State University, Kazakhstan, Alma-Ata, Physical Department/ Honor degree in physics of cosmic rays and gamma-radiation (Equal to Master of Physics). In addition to all physics subjects, the strong interdisciplinary and humanitarian courses were taken, such as Economics, History, Sociology, Philosophy, and Applied Statistics. 1987-1993

Training and courses attended:

- ✓ Human rights monitoring and safety and security Workshop, ODIHR, 2017, Tbilisi, Georgia
- ✓ Dissemination plan development, Open budget International, IBP, 2015, Istanbul, Turkey
- ✓ Energy management system in according to ISO 50001:2011. Requirements. Implementation practice. Internal audition. Scientific-technical center of standardization and certification, 2015, Astana
- ✓ Energy management certified auditor, BCI, Certified as ISO 15001 Auditor September 2014;
- ✓ Different Kazakh language courses, 1998-2015
- ✓ Financial analysis as an effectiveness of company activity, RFCA Academy, Olga Tratsevskaya, September 2011
- ✓ Strategy design, Michael Veisberg (Ukraina), June 2011
- ✓ ISO 9000:2008 Inside Auditor, March 2010
- ✓ Training of trainers (Step & Grow), April 2009
- ✓ Problems of rural school education in mass-media relationships (Soros, Sange, Media school) Participant and trainer, July 2008
- ✓ Summer school of journalism in oil&gas sphere, Kazakhstan Petroleum Association, August, 2007
- ✓ Summer school of business-journalism, Reuters foundation, Kazkommertsbank, Kazakhstan press club, May 2006 (Trainers Oliver Wates, Anatoly Verbin)
- ✓ Web-design courses for NGO, MAB, January, 2006
- ✓ Working session on management (Lean production, Dao Toyota), Almaty, MAB, 2006 (Trainer Paul S. Clyde)
- ✓ Strategic management, Japanese Center in Almaty, February 2006
- ✓ Study tour in EU (Brussels) and France (Paris) Parliaments, October 2005

- ✓ Gender issues, UNIFEM, 2005
- ✓ Domestic consulting services development, 2004
- ✓ Negotiations and Mediation at the labor argues, AED, 2004
- ✓ Statistical methods in social and marketing research, Sange, 2003, 2005
- ✓ Social partnership, AED, certified, 2003 (Trainer Mr. Carr)
- ✓ Kaizen: Technology of Management, Japanese Center in Almaty, 2002
- ✓ Workshop "Evaluation of Quality of Secondary Education", UNESCO; certified, 2002
- ✓ Business-plan development, USAID, 2001
- ✓ Training "ISO-9000 standards implementation" SGS, Moscow-Bulgaria, September 2000, certified
- ✓ Psychology of sales, "Advertising", "PR", Renaissance Agency 1997-1998 (Trainer Svetlana Krutskikh)

Publications

- V.N. Bobkov, F.S. Jandossova, Y.U. Buchkova, "Effectiveness of the public social assistance practice on the base of social contract" // "Standards of life in the Russia regions", 3 issue, Moscow, 2015;
- V.N. Bobkov, F.S. Jandossova, Y.U. Buchkova, "Analysis of success and effectiveness of the public social assistance practice on the base of social contract and recommendations for the government bodies of social support", 2014 (Rosrid.ru: Report # 114110570013), Russia;
- Article on radiation-wave cracking of oil "Kazan Technical University reporter", 2013, Russia;
- Several articles for Smart things magazine, Kazakhstan, 2008;
- A series of brochures "Education for all" with analytics in the sphere of education in middle school, in Russian and Kazakh, 2008;
- KAPIOR Code foreword // "Goods and Services marketing Magazine", 2008;
- Foreword for Researchers' Code in "Marketing of goods and services" magazine, 2008;
- Several reviews of books in "National business magazine", 2006-2007;
- Brochure for government servants "Quality of public services: to serve customer", Astana, 2006, ISBN 9965-25-895-3;
- Article "Balancing between different types of corporative culture", National Business magazine, August-September, 2006;
- Papers on the International conference "Education and development", Bangkok, 2006;
- Brochure for orphans "This is useful for you" about their rights, 2005;
- Article "On-line consultant", Technology of management magazine (Technologii upravlenia), Almaty, Kazakhstan, July, 2004;
- "Openness and effectiveness of government services", Eurasia foundation, USAID, Almaty, 2003;
- "Keys to effective management", special edition for akims (mayor) of Kazakhstan cities, 2004 (Eurasia foundation, UNDP, Sange research center, RK Civil service agency);
- Article "Emergency human resources aid", Technology of management magazine (Technologii upravlenia), Almaty, Kazakhstan, March, 2004 (about HR department);
- Article "How to reorganize Rabkrin/government", Technology of management magazine (Technologii upravlenia), Almaty, Kazakhstan, December, 2003;
- "Perceptions of Corruption in Kazakhstan by Parliamentarians, public officials, private business and civil society", UNDP Kazakhstan, 2003;
- "Assessment of educational school programs with AIDS and gender issues", Almaty, UNESCO, 2002 (Central Asia research).

Implemented projects in research and consulting

- Open Budget Initiative: Local Open Budget research in Kazakhstan, 2017.
- Sange "Local open budget", Analyst, 2017;
- Sange: Agency of Civil Service of RK, "Increasing of effectiveness of government services" for different government servants, Trainer, 2017;
- Sange: The Ministry of education: National Report about statement of children in the Republic of Kazakhstan – report writing, statistic analyst, 2016.
- Sange: International Budget Project (<http://www.internationalbudget.org/>): Assessment of the Kazakhstan budget transparency – main researcher assistant, 2016-2017.
- Sange: World bank: Doing business project – researcher and coordinator by two indicators, 2016.
- Sange: The National Chamber of Entrepreneurs of the Republic Kazakhstan "Atameken", Social assessment of Almaty city, Astana city and Almaty region, 2015
- Sange: "KPO Social-economic baseline report", Economical analytics, social assessment, 2015
- Sange: "Open local budget", cross-assessment manager, 2015
- Sange: "Survey for the State revenue committee of the Ministry of Finance of Kazakhstan", analyst, 2015
- The center of living standards in Russia: "Public assistance of poor people in the form of Social contract" for the Ministry of Labor and social assistance of Russia, Analyst, project manager, 2014;
- UlarUmit Pension Fund, "Study on Customer Satisfaction", "Study on reasons of leaving", Analyst, 2011;

- Rosenergobank, “Passports of the some Russia regions for bank sector”, desk research, 2010;
- Halyk Pension Fund, “Positioning research”, head and analyst, 2010;
- Glotur, “Research of the LCD monitors, TVs in Russia and Ukraine”, Head of research, Analyst, 2009;
- OSC (Soros), “Ways of rural school improvement”, Analyst, 2008;
- IBP, “State budget transparency”, Researcher, Kazakhstan 2007-2017;
- Sange: Agency of Statistics of RK, Analysis of international experience in determination of the ICT usage level of population and enterprises and describing of Kazakhstan statistics data in ICT, Analyst, 2007-2008;
- Sange: UNICEF, “Quality of public services in the sphere of right protection of vulnerable children”, Analyst, 2008;
- Sange: Agency of Civil Service of RK, TACIS, “Quality of government services”, Researcher, Analyst, 2006-2008;
- Open Budget Initiative (USA) – Analysis of the State budget (Kazakhstan) , November, 2007-2008;
- NIT, “e-government brand assessment”, Analyst, 2007;
- “Market of PR in Kazakhstan”, Analyst, 2007 (For Trinity PR agency)
- Sange: Agency of Civil Service of RK, “Increasing of effectiveness of government services”, Researcher, Trainer, Author of published report, 2005;
- Academy of Civil Service RK, “ISO-9000 and kaizen management”, Trainer for vocational courses audience, 2005
- Sange: TACIS, “Strengthening of the Senate of Parliament of RK”, National consultant, 2005;
- Research «Democracy and tribalism», manager of field works, 2005;
- Sange: UNICEF, “Monitoring of learning Achievements of 4th grade pupils”, Moderator, Analyst, 2005;
- Sange: AED – (Academy of education development) USAID, “The role of social partnership in labor relationships”, Project Manager, 2004, 2005;
- Sange: UNICEF, Office of Ombudsman of the Republic of Kazakhstan Trialing Child Protection Indicators in the Republic of Kazakhstan, Project manager, 2005;
- Sange: World bank, “Social assessment of the Ust-Kamenogorsk city environment”, researcher, 2004;
- Sange: IRIS, University Research Corporation International, Maryland University at college park, USA (sponsored by USAID), “Developing Poverty Assessment tools, AMAP Enabling Environment”, Project Manager, 2004;
- Sange: Kazakh British Technical University, poll, ideas for promotion, slogan idea (with “Grazhdane” studio), creator, 2004;
- Sange: Consult-Expo-2004, “On-line consultant” project manager, 2004;
- Sange: Agency of Civil Services, RK, “ISO-9000 and openness of governmental services”, Trainer, 2004, 2005;
- Sange: AGA KHAN foundation, “Monitoring of learning Achievements – Assessment of using USAID funds in education”, Consultant, Tajikistan (Dushanbe, Khorog) 2004;
- (AED) USAID “Labor relationship and social partnership”, Researcher and Reporting, Moderator of FGD, 2003;
- Glotur Group Company “Assessment of company’s HR, Implementation of HR system, regarding to ISO-9000:2000”, consultant, researcher, 2003;
- Sange: Zdravplus (USAID) “Safety Motherhood Survey”, Project Manager, 2002-2003;
- Sange: Eurasia Foundation (USAID), Efficiency and openness of the governmental service”, Idea, Researcher, Programmer, Statistician, Trainer, 2003;
- Sange: UNESCO, Round Table “Social sciences strategy development for UNESCO in Central Asia”, Moderator, 2003
- Sange: WB, “AIDS and TB survey”, Researcher, Moderator of FGD, 2003;
- Sange: Asem-Ai, “New brand name testing”, Moderator of FGD, Report Writing, 2003;
- Sange: Red Cross, “Migrants and Population relationships survey”, Researcher and Report Writing, 2003;
- Sange: ERM, “Social Assessment of Atyrau and Mangistau region”, Manager Assistant and Report Writing, 2002;
- Sange: UNESCO, Round Table “Effectiveness Preventive educational programs with HIV/AIDS/STI and gender issues”, Project Manager 2002;
- Sange: UNDP, “Corruption at authorities glance”, Report writing, 2002;
- Sange: HOPE (USAID), “People knowledge of tuberculosis Survey”, Moderator of FGD, 2002;
- Sange: Aknar, “Assessment of promotional materials of Derbes beer”, Moderator of FGD, Report Writing, 2002;
- Sange: UNESCO “Assessment of effectiveness Preventive educational programs with HIV/AIDS/STI and gender issues in Central Asia Region”, Regional project Manager 2001-2002.

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Travels: Central Asia states (Except Turkmenistan), USA, France, Netherlands, Belgium, Spain, Bulgaria, Russia, Ukraine, Georgia, Thailand, Poland, Czech Republic, Turkey, many Kazakhstan cities and rural regions.