**Masuma Rustam-Zada**

(780) 885 5743 **|** masumazeri@hotmail.com

**Profile A collaborative and analytical individual with experience in direct accountability project management and client services roles.**

* Proposed the initiation of the transition within the Elections Canada Social Media Monitoring team, replacing the use of Microsoft Word with Excel for document collation and for making narrative counts automated and for ease of subsequent chart creation. This strategic move garnered immediate acceptance and approval from senior management. Currently, the team is actively working with Excel, and the Elections Canada data team is slated to further advance the process by incorporating Power BI for the derivation of charts.
* Diverse experience as a Senior Digital Monitor at Elections Canada, Deputy Returning Officer during 2021 Elections, Petroleum Engineer with project management experience and 120 days of experience in Offshore platforms of Caspian Sea, and Interpreter with professional training in web application and cloud-based development.
* Strong background in project management, communications, client services, file management, information management, resource management, stakeholder management, data management, compliance, administration, and reporting.
* Demonstrated ability to establish positive, collaborative relationships with team members, clients, superiors, and members of the public.
* Completion of the Introduction to Web Development by Lighthouse Labs, a 6-week, part-time program that provided professional training and skills development in Web Application Development, Cloud-Based Development, Programming Fundamentals, Object-Oriented Programming, Database Management, and Deployment.
* Full HTML/ CSS – 8 weeks course by Coders Aze
* Advanced user of Microsoft Teams, *Microsoft Office Suite, Social media Monitoring tools-Meltwater, Buzzsomo, GCDOCS, Sharepoint* as well asspecialized software used in Completions Engineering Engineering *WellCat, WellPLAN,* *ProcessNET*, *MS Visio, AutoCAD, Prosper,* and Programming Languages *HTML, CSS,* and *Ruby*.
* **Languages:** Fluent in English, Turkish, Russian, Azerbaijani.

# Community Engagement

* **Treasurer**/NAGA (Nepean Allotment Gardens 2023) [200 plots of 150 gardeners]
* **Garden Committee Coordinator-** *Queensway Terrace North-* (2019- Present)
* **Volunteer/ Beetbox****Farm***-Transplanting, Seeding, Weeding, Sorting, Harvesting, Pruning, Installing Caterpillar Tunnel, Setting field watering system, etc. Made a proposal to handle 100 chickens and repair the existing coop for the coming year* (2020-present)
* MusicxMatch//Lyricstranslate.com (Music Lyrics and Poem translations / Jan. 2023-Present)
* **School Council Parent Volunteer-** *Westbrook School* (2018- 2019)
* **Dance & Acting Instructor-** *Canadian Azerbaijani Society of Edmonton* (2017- 2019)
* **Refuge/ Immigrant Interpréter -** *Islamic Family & Social Services Association* (2016-2019)
* **Russian/ Azerbaijani-English Translator- www.**vib.az (online women’s health forum) (2018)

# Experience

**Senior Digital Monitor|** Social Media Monitoring Team**|** Elections Canada|September-December

* Monitored publicly available social media and digital content to identify inaccurate or misleading information related to the federal electoral process. experiences.
* Multilingual monitoring in languages including English, Russian, Azerbaijani, Turkish by use of Meltwater Multilingual Query, Google Search, and online news publications websites based in Canada and Outside Canada.
* Collated and documented the observed content for later reporting and analysis.
* Information Environment Analysis: Leveraged an understanding of the information environment to detect, assess, and inform the organization about operational issues or the presence of inaccurate or misleading information about the electoral process.
* Documented and reported observed inaccurate/misleading information and incidents or threats that could impact the organization's operations. Maintained records of impersonation of the organization and posts expressing public sentiment related to the election administration, including confusion and concerns about voting experiences.
* Training for the new Digital Monitors in the team

**Freelance Azerbaijani-Russian-Turkish Interpreter |**Propio, GLOBO, All Languages Ltd |March 2023-Present**|**Crocus Care Solutions (Ottawa, ON) |April 2022- September 2023**|**Language Line Solutions (LLS)/ Kelly Services| December 2020- September 2022

* Over-phone Psychotherapy assessment and therapy Interpretations for political, LGBT, asylum seekers, and Refugees at mental health and physical rehabilitation clinic.
  + Provided English and Russian consecutive interpretation services through a VoIP application.
* Provided interpretation services to a portfolio of clients, including police departments (911 calls, UK/ USA), county sheriffs, hospitals, banks, insurance, border security, detention center, correctional services, psychological services, 311, and social services, Ontario Works among others.
* Worked directly with clients and persons from various social and cultural backgrounds. Provide context, tone, and technical definition to both parties during interpretation. Use discretion and tact when dealing with sensitive information.
* Provided a brief summary of a recorded phone conversation between three people during correctional services facility and other calls.

**Deputy Returning Officer** | Ordinary Polls/Elections Canada (Ottawa, ON)|September 2021

* Coordinated the delivery of the federal election within the Ottawa Nepean West district. Oversaw resource management, staff coordination, scheduling, and information management.
* Planned and organized the voting process flow to ensure compliance with all election standards for file management, recordkeeping, and confidentiality. Aligned diverse stakeholders throughout election-day operations.

**Fulfillment Associate** | Amazon (Ottawa, ON)| Nov. 2020- Dec. 2020

* Led order picking with PIT machine at different elevations.
* Scanned and inspected packages to meet all quality and information standards.

**Completions Engineer** | British Petroleum |Sep. 2006- May. 2009

* Conducted project management activities to coordinate the completion of offshore wells in DWG platform and their software design analysis, including data management/ data visualization, and management and custody of PE tools.
* Provided technical support to the Base Management Team as the Petroleum Engineer & Production Technologist. Used Business Objectives, Energy Components, DSS, PROCESSNET (Data Management tools)
* Ensured BP HSE and Drilling&Well Operations Policies are incorporated into local well design and operations
* Delivered the completion plan including tubing stress analysis and detailed operational procedure and served as operations engineer for one of the OHGP (open hole gravel pack) completion well on DWG platform tieback completion campaign
* Delivered Enf of well report for the OHGP cpmpletion well on the DWG platform
* Assisted in delivery of the completion plan for a CRI well and End of well report within a month of handover on the DWG platform
* Identified realistic opportunities for cost reduction and follow through to implementation
* Verified work done on service companies invoices. Ensure adequate supporting documentation supplied with service ticket
* Ensure Gas lift assemblies for all Gas lift wells have been prepared appropriately and make sure call offs are raised prior to operation
* Wells data checks (static, production, injection, test and lab)
* Data gathering, quality control and review

**Assistant to the Dept. Head** | Khazar University| 2003-2004 Petroleum Engineering & Management Department

-Organization of the Society of Petroleum Engineers conferences at Khazar University Chapter.

-Has served as a president of SPE in the year of 2003-2004

**BP Reservoir Engineer-Summer Intern 2004**/Azerbaijan Business Unit CHIRAG/Phase 3, Reservoirs & Wells

-RFT analysis on Chirag wells -Created pressure map of Chirag reservoir

**BP Completion Engineer-Summer Intern 2005**/AZSPU ACG/, Drilling and Completions

- Stress analysis of Chirag and some CA wells/created their models on WellCAT and checked for intervention potential

**BP Completion Engineer-Winter Intern 2006**/AZSPU ACG/, Drilling and Completions -EOWR (End of Well Report) delivery

**Education**

* + - Khazar University |2000-2006

Bachelor of Petroleum Engineering & Management

* + - Middle East Technical University /METU | Ankara, Turkey|2004-2006

Visiting Student of the Faculty of Petroleum &Natural Gas Engineering

* + - Master of Petroleum Engineering Heriot-Watt University/Certificate

**Certifications, Training, and Professional Development**

* + - **PIA (Privacy Impact Assessment) Training with EC to comply with Privacy Act** (Dec 2023)
    - **Foundations of AI in Machine Translations** (Nov 2022) Alexa Translations
    - **Program Completion-** Introduction to Web Development, *Lighthouse Labs* (2021)

Completed a 6-week, part-time program that provided professional training and skills development in Web Application Development, Cloud-Based Development, Programming Fundamentals, Object-Oriented Programming, Database Management, and Deployment.

* + - Full HTML/ CSS course –Web development /Coders Aze (Dec 2022)
    - **Program Completion-** Entrepreneurship, Business Plan delivery/ *Edmonton Micro-Business Training Centre (2017- 2018)*

Self-Employment Training: 18 weeks of professional business coaching and mentoring.

* + - **BOSIET**- Basic Offshore Safety Induction & Emergency Training| Advanced procedure for safe evacuation from a helicopter landing on water & underwater escape etc.
    - Drilling practices Training| Houston TX| Drilling Training Alliance · October 2006 (3 weeks)
    - Global Santa Fe · April, May, June 2007 Istiglal semi-submersible drilling rig in Caspian sea

-Roustabout training offshore (2 weeks)

-Roughneck training offshore (2 weeks)

-Subsea Engineer training offshore (2 weeks)

* + - Production Engineering and HSE Training · 2007 August, September East Azeri platform/Caspian sea
    - Wellplan, WellCAT (TRACS), Cementing (by Drilling Training Alliance), Completion Design training (TRACS), Sand Control (BP)