

Muhammad Azam

Welfare Admin / HR Professional

Operations, Stakeholder & Resource Management | Project Coordination | Capacity Building | M&I & Compliance Specialist

Contact Info:

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About:

Operations and HR professional with 15+ years of experience managing workforce welfare, stakeholder coordination, and regulatory compliance across construction, development, and education sectors. Proven ability to manage large-scale resources, maintain external authority relations, supervise high-volume workforce operations, and ensure compliance in high-pressure environments. Experienced in workforce administration, logistics oversight, utility coordination, risk mitigation, and multi-stakeholder communication.

Experience:

Welfare Admin / HR

El Seif Engineering Contracting Co. (Redco JV), NEOM – Duba, Saudi Arabia

May 2024 – Present

- Primary coordination link between internal teams, suppliers, regulators, and on-site service providers.
- Managed welfare operations and payroll adjustments for 100+ workforce, ensuring timely processing and policy compliance.
- Handled supplier coordination, service scheduling, and verification of work completion before approvals.
- Maintained permit and NOC documentation; tracked communication logs and stakeholder commitments.
- Issued daily, weekly, and monthly operational and stakeholder engagement reports.
- Verified purchase orders, supplier invoices, and GRNs to ensure contractual and financial accuracy.
- Identified operational risks and escalated issues with corrective action recommendations to management.

Area Operations & HR Manager

The Citizens Foundation (TCF) – Chakwal District, Pakistan

December 2016 – April 2024

- Oversaw daily operations across 33 schools with a workforce of ~350 staff.
- Led HR functions: recruitment, performance management, disciplinary handling, terminations, and payroll oversight.
- Managed resource allocation for each school, ensuring availability of academic supplies, utilities, and operational necessities.
- Maintained safe and supportive school environments, resolving conflicts and ensuring operational continuity.
- Conducted capacity-building training in soft skills, professional behavior, and workplace ethics for staff.
- Supervised warehouse and supply chain functions to ensure accurate and timely distribution.
- Coordinated with community leaders, donor networks, and regulatory bodies to support expansion and compliance.
- Planned and executed operational improvement projects and routine site inspections for service quality.

Senior Monitoring & Investigation Officer / Acting Manager Monitoring

BRAC Pakistan – Islamabad, Pakistan

June 2009 – November 2016

- Conducted monitoring and investigation across multiple service departments:
 - Health-care operations and inventory systems
 - Education program operations and material control
 - Ultra-Poor Livestock's Training programs
- Designed monitoring tools, verified field performance, and audited data accuracy.
- Performed physical verification of assets, inventory, records, vouchers, payroll entries, and documented gaps with corrective recommendations.
- Led province-wide capacity-building program for lady health workers under government-supported community health initiative.
- Prepared evaluation reports and briefed senior management on compliance and operational improvements.

Finance Officer

The First Micro Finance Bank – Vehari, Pakistan

May 2008 – April 2009

- Managed client loan groups, credit disbursement, and repayment compliance.
- Conducted policy interpretation and trained field staff to ensure operational adherence.

Education:

MBA (1.5 Years)

Arid Agriculture University • (2014 – 2016)

Master's in Public Administration

Government College University Faisalabad • (2005 – 2007)

Skills:

Operations & Administrative Management
Welfare & Workforce Support Services
Resource & Supply Management
Compliance Monitoring & Documentation
Conflict Resolution & Issue Escalation

HR Operations, Payroll & Employee Records
Stakeholder & Authority Coordination
Inventory & Warehouse Oversight
Reporting & Data Verification
Microsoft Office (Excel, Word, PowerPoint)

Language Skills

Urdu (Native) • Punjabi (Native) • English (Professional)

Honors

Performance Allowance • TCT Award