

# MALIK FARHAN

Document Controller | Operations Manager | Administration Manager

+966 539 771 336 | +92 313 523 9606 | Malik.farhan0024@gmail.com | Saudi Arabia | Available Immediately  
LinkedIn: linkedin.com/in/malik-farhan-814296172 | Languages: English (Fluent) | Arabic (Basic) | Urdu (Native)

---

## PROFESSIONAL SUMMARY

---

Results-driven Document Control and Operations Management professional with 10+ years of progressive experience across construction, telecommunications, security, and logistics industries. Currently managing document control for a SAR 150 million construction project under the Royal Commission for Jubail and Yanbu. Proven expertise in managing Electronic Document Management Systems (EDMS) including Oracle Primavera Unifier and SharePoint, overseeing full document control lifecycles, and ensuring compliance with ISO 9001, Royal Commission, and international project standards. Skilled in controlling transmittals, submittals, RFIs, ITPs, and document numbering systems. Demonstrated ability to lead cross-functional teams of 10+, streamline administrative workflows, reduce document processing times, and maintain 100% audit readiness across large-scale projects in Saudi Arabia, UAE, and remote operations.

## PROFESSIONAL EXPERIENCE

---

### Document Controller

**Alkobraish Investment & Construction Co. | Royal Commission for Jubail & Yanbu** | Saudi Arabia | *December 2024 – Present*

- Manage full document control lifecycle for a SAR 150 million construction project, ensuring compliance with Royal Commission for Jubail and Yanbu (RCJY) standards and project-specific documentation procedures.
- Control receipt, review, revision, approval, and distribution of 500+ project documents using Oracle Primavera Unifier EDMS, maintaining strict version control and metadata integrity.
- Maintain and update document registers, submittal logs, transmittals, RFIs, and document status reports for internal teams and client review.
- Coordinate with project managers, engineers, subcontractors, and third-party stakeholders to ensure timely document approvals and distribution across all project stages.
- Enforce document numbering systems, filing conventions, confidentiality protocols, and audit readiness procedures to meet ISO 9001 documentation requirements.
- Record and publish Minutes of Meeting (MOM) for bi-weekly and internal project coordination meetings, tracking action items and follow-ups.

### Senior Operations & Documentation Manager

**Telebridge Communications | Remote Projects (US & Canada)** | Remote | *May 2022 – September 2024*

- Led a remote team of 12+ staff and administrative personnel, overseeing daily operations, task delegation, and workflow management across multiple concurrent projects.
- Managed project documentation, performance reports, and operational records using CRM systems and Excel-based trackers, achieving 98%+ on-time submission rates.
- Coordinated cross-functional teams across time zones to ensure documentation accuracy, compliance with client standards, and timely report submission.
- Designed and implemented onboarding programs, KPI monitoring frameworks, and training modules that improved team productivity by 25%.
- Handled executive-level client communication, project correspondence, and administrative compliance ensuring strict data confidentiality and company policy adherence.
- Streamlined documentation workflows, reducing average processing time by 30% through process improvement initiatives and template standardization.

### Supervisor – Operations & Documentation (Security & Administration)

Transguard Group LLC | AWS Dubai, La Mer Beach, Dubai Parks & Resorts | UAE | August 2016 – February 2022

- Managed day-to-day office and security operations for 3 high-profile client sites, including AWS Dubai Data Center, overseeing staff rosters, shift schedules, and visitor access logs.
- Maintained critical project and security documents using EDMS platforms (Oracle Primavera Unifier, SharePoint), enforcing version control, access control, and audit readiness.
- Organized and chaired weekly team meetings; prepared meeting agendas, recorded and distributed Minutes of Meeting (MOM), and tracked resolution of all action items.
- Supervised large-scale event operations (10,000+ visitors) with enhanced customer support and safety protocols, achieving high guest satisfaction scores.
- Managed incident response, reporting, and liaison with SIRA (Security Industry Regulatory Agency) and local authorities, maintaining 100% incident documentation compliance.
- Oversaw procurement and inventory management of security equipment and office supplies, managing purchase orders and vendor coordination.
- Created and maintained detailed security logs, shift reports, and operational dashboards ensuring data integrity for internal and external audits.

### Branch Administrator – Operations & Documentation

Leopards Courier Services Ltd. | Attock, Pakistan | August 2015 – August 2016

- Managed branch-level administrative operations, providing support to logistics, dispatch, and customer service departments for a high-volume courier hub.
- Generated and maintained performance reports on order volume, delivery efficiency, and customer feedback for senior management review.
- Maintained and updated internal databases for order tracking, inventory management, and customer records, improving operational efficiency by 20%.
- Coordinated staff scheduling, resource allocation, and process improvement initiatives, identifying workflow bottlenecks and implementing corrective procedures.

### Customer Support Officer

Telebridge Communications | US & Canada Projects | Islamabad, Pakistan | June 2014 – July 2015

- Delivered high-volume customer support via inbound/outbound calls, consistently meeting KPIs for call resolution time and customer satisfaction scores.
- Utilized CRM software to log customer interactions, update records, and track service requests with accuracy and timeliness.

### CORE COMPETENCIES & TECHNICAL SKILLS

---

– Document Control (EDMS)	– Oracle Primavera Unifier	– SharePoint Administration
– ISO 9001 Compliance	– Transmittals & Submittals	– RFI / ITP Management
– Document Numbering Systems	– Version Control & Metadata	– Audit Readiness
– Operations Management	– Team Leadership (10+ Staff)	– KPI Monitoring & Reporting
– Staff Training & Development	– Process Improvement	– Workflow Optimization
– Scheduling & Shift Management	– Minutes of Meeting (MOM)	– Incident Reporting

– Microsoft Office Suite	– CRM Systems	– Google Workspace
– Cross-functional Communication	– Client Stakeholder Management	– Administrative Compliance

## EDUCATION

---

**Bachelor of Commerce (B.Com) – First Division** | Gujrat University, Pakistan | 2014

**Intermediate – Second Division** | Army Public College Mansar Cantt, Pakistan | 2010

**Matriculation – First Division** | Army Public College Mansar Cantt, Pakistan | 2008

## CERTIFICATIONS & TRAINING

---

- Oracle Primavera Unifier – On-the-Job Experience & Internal Training (2024)
- Document Control Procedures & EDMS Workflows – Alkobraish Investment Co. (2024)
- Customer Service & CRM Software – Internal Training (2022)
- Security Supervision & Incident Management – AWS Data Center Protocols (2021)
- Health & Safety Awareness – La Mer Dubai (2020)
- Fire and Safety Training
- SIRA Security Supervisor License
- SIRA Security System Operator License

## INDUSTRIES & SECTORS

---

Construction & Infrastructure | Telecommunications | Security & Facility Management | Logistics & Courier Services  
| Government & Royal Commission Projects

## REFERENCES

---

Available upon request.