

Junaid Yousaf

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ABOUT ME

I am a multifaceted professional with extensive experience in welfare management, project leadership, web development, and education across diverse roles in the UK and Pakistan. My expertise encompasses direct support to service users, leading complex web projects to successful completion, and enhancing cybersecurity measures. I hold an Executive Diploma in Business Management and Administration and a Master's in Education, supplemented by numerous certifications in project management and leadership. My career is marked by a strong commitment to team collaboration, stakeholder communication, and achieving key performance targets, making me a valuable asset in dynamic and challenging environments.

WORK EXPERIENCE

Clearsprings Ready Homes – United Kingdom

IA Welfare Officer

[01/2026 – Current]

- **Welfare Support:** Provided front-line welfare support and case management to service users in initial accommodation, ensuring safety, wellbeing, and appropriate referrals to external support services.
- **Record Management:** Managed and maintained accurate records and documentation according to company procedures and quality standards.
- **Site Inspections:** Conducted regular room and site inspections, identified issues, and acted promptly to resolve health, safety, and maintenance concerns.
- **Safety Compliance:** Ensured health and safety compliance of sites by monitoring hazards, enforcing procedures, and reporting incidents.
- **Team Collaboration:** Worked collaboratively with managers, support agencies, and internal teams to maintain effective communication and continuity of care.
- **Emergency Response:** Responded to emergency situations and provided backup support for colleagues as required on shift.
- **Stakeholder Engagement:** Supported stakeholder engagement and maintaining positive relationships with partner organisations.
- **Professional Development:** Participated in ongoing personal development and training to enhance professional effectiveness and service delivery.

Clearsprings Ready Homes – Braintree, United Kingdom

Site Security Officer

[11/2025 – 01/2026]

- **Site Protection & Surveillance:** Maintained a visible security presence, monitored access points, and conducted regular patrols to safeguard people, property, and assets.
- **Access Control & Visitor Management:** Managed entry and exit procedures, verified identification, logged visitors, and enforced site access protocols in line with security policies.
- **Incident Prevention & Response:** Identified potential risks, responded promptly to incidents or emergencies, and applied appropriate control measures to minimise disruption and harm.
- **Reporting & Documentation:** Completed detailed incident, patrol, and handover reports, ensuring accurate record-keeping and clear communication between shifts and management.
- **Emergency & Conflict Management:** Assisted in emergency situations, supported evacuations when required, and applied conflict-management techniques to de-escalate challenging situations.
- **Team & Stakeholder Coordination:** Worked closely with site management, control room staff, and emergency services to maintain a safe, compliant, and orderly environment.

Supreme Guarding Services Ltd – Braintree, United Kingdom

Welfare Officer

[12/2023 – 10/2025]

- **Welfare Support:** Managed a caseload of service users, providing direct welfare advice, safeguarding support, and day-to-day assistance to ensure their overall well-being.
- **Property Inspections:** Conducted regular room / facility inspections, maintained accurate records, and reported defects/issues to ensure standards of health, safety and comfort.
- **Support Coordination:** Coordinated support services, arranging initial transport, sign-posting to medical and facilitating relocations where needed.
- **Property Portfolio Management:** Ensured minor repairs, upkeep, and inventory compliance; made recommendations for more efficient property usage and void management.
- **Incident Reporting & Escalation:** Conducted regular welfare checks, monitored and documented incidents, and escalated concerns when necessary, liaising effectively with team leaders, site security, site managers, and relevant stakeholders.
- **System Development:** Designed and implemented a post management system for service users, improving the organisation and tracking of personal documents, mail, and related correspondence.

Supreme Guarding Services Ltd – Braintree

Security Officer / Door Supervisor

- Provided front-line security at a busy leisure and retail complex with high footfall, ensuring safety of staff, visitors, and premises.
- Managed access control, crowd monitoring, and conflict de-escalation in a dynamic environment with multiple high-end retail and dining venues.
- Operated CCTV systems to monitor site activity and support incident response and reporting.
- Collaborated with local authorities and emergency services during incidents, maintaining a calm and professional presence.

Encore Personnel Services – Birmingham, United Kingdom

Warehouse Picker/ Packer/ Sorter

[22/11/2023 – 15/12/2023]

Order Fulfillment: Efficiently pick, pack, and prepare products for shipment.

Inventory Management: Organize and label stock, and report discrepancies.

Quality Control: Inspect items for damage and ensure order accuracy.

Safety Compliance: Follow safety protocols and use PPE as required.

ShadTech® – United Kingdom

Project Manager

[13/04/2021 – 20/09/2023]

Project Execution Excellence: Successfully managed and executed web development projects, ensuring they were delivered on time and within budgetary constraints.

Team Leadership and Coordination: Led diverse teams effectively, fostering a collaborative environment and driving projects to successful completion through strategic guidance and support.

Budget and Schedule Management: Oversaw project budgets and timelines, implementing cost-effective strategies and adjustments to meet dynamic project demands and financial targets.

Stakeholder Communication: Maintained clear and consistent communication with all project stakeholders, ensuring alignment and satisfaction through regular updates and feedback sessions.

#DikhaDe – Gujranwala, Pakistan

Web Developer/ Team Leader

[18/01/2018 – 10/01/2022]

WordPress Customization: Develop, Design and modify WordPress Websites as per customer requirements.

e-Commerce Development: Expertise in developing e-Commerce portals.

Team Leadership: Led diverse development teams, guiding project lifecycle from conception to deployment, ensuring timely delivery while maintaining high standards of quality.

Strategic Problem Solving: Implemented innovative solutions to enhance functionality and user experience, significantly improving key performance metrics like traffic and engagement.

Proven Achievements: Delivered multiple projects that enhanced operational efficiency and user satisfaction, documented by measurable improvements in performance indicators.

WebSols – Pakistan

Web Developer & Security Analyst

[2014 – 2018]

Web Development Expertise: Skilled in designing and coding responsive websites using modern CMSs, ensuring high performance and cross-platform compatibility.

Cybersecurity Implementation: Strengthened website security by conducting vulnerability assessments and implementing best practices in security, such as secure coding techniques and SSL/TLS.

Risk Assessment & Mitigation: Identified potential security threats and developed strategies to prevent data breaches and unauthorized access, significantly reducing security risks.

Collaborative Team Leadership: Led and collaborated with cross-functional teams to integrate security measures into development processes, enhancing overall project security and efficiency.

Government of Punjab – Gujranwala, Pakistan

Educationist

[30/08/2012 – 20/09/2023]

Mentoring: Deliver engaging, curriculum-aligned instruction in their subject area.

Student Assessment: Conduct regular assessments and provide personalized feedback.

Welfare Support: Address students' emotional, social, and physical well-being needs.

Professional Development: Continuously update teaching skills and knowledge.

Community Engagement: Participate in school and community activities.

Policy Adherence: Comply with educational and child welfare policies.

Resource Utilization: Effectively use educational materials and resources.

EDUCATION AND TRAINING

Executive Diploma in Business Management and Administration

MTF Institute of Management, Technology and Finance [2024]

Website: <https://gtf.pt/>

Professional Certificate in Office Administration Management

MTF Institute of Management, Technology and Finance [2023]

Website: <https://gtf.pt/>

Master of Education

AIOU [03/03/2014 – 17/03/2016]

City: Islamabad | Country: Pakistan

Bachelor of Education

AIOU [07/11/2012 – 16/01/2015]

City: Islamabad | Country: Pakistan

B.S (Hons) Accounting & Finance

GIFT University [22/02/2007 – 29/11/2011]

City: Gujranwala | Country: Pakistan

DIPLOMAS & CERTIFICATIONS

[2012 – Current]

udemy | MTF | YouAccel | HUSTLIX | iHASCO

1. Certified Professional in Project Management 101 (CPPM-GAQM)
2. Executive Diploma in Business Management and Administration
3. Executive Diploma in Leadership and Management
4. Executive Diploma of Chief Digital Officer
5. Executive Diploma of Chief Technology Officer
6. Professional Diploma in Project Management
7. Professional Certificate in Office Administration Management
8. Certificate in Public Relations and Communication Management
9. Infection Prevention and Control
10. Bomb Threats & Suspicious Packages
11. Driver Awareness
12. Customer Service
13. Safeguarding Adults (Level 2)
14. Safeguarding Children (Level 2)
15. Equality, Diversity & Inclusion (EDI)
16. First Aid Appointed Person
17. Essential Health and Safety Training
18. Mental Health Awareness
19. Manual Handling
20. Fire Awareness

PUBLICATIONS

[2023]

[Prioritizing those who follow: How do Transformational leadership and Servant leadership stimulate on employee outcomes? Using Self-determination Theory](#)

International journal of Social Science and Entrepreneurship (IJSSSE)

VOLUNTEERING

Gujranwala

Rehabilitation Support - Afzal Memorial Hospital

Supportive Care: Provided compassionate support and assistance to individuals undergoing rehabilitation, helping them with daily activities and encouraging their progress.

Program Assistance: Assisted in the development and implementation of therapy programs, contributing to the creation of a supportive and effective treatment environment.

Community Engagement: Actively participated in organizing community outreach programs to raise awareness about rehabilitation services, enhancing community support and involvement.

LANGUAGE SKILLS

Mother tongue(s): Urdu | Panjabi

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Web Development / Microsoft Office / Team Management / Interpersonal Communication / Graphic Designing / Office Management

REFERENCE

References available upon request.