

QUALIFICATIONS

2012 – 2014

Executive MBA in Building &
Facilities Management

1995 – 1996

Diploma in Marketing (CIM)
Systematic Training Business Centre, KL.

1993 – 1994

STPM : Institute Maju Malacca, Malaysia.

1987 - 1992

SPM : St. David High School, Malacca,
Malaysia.

PERSONAL DETAILS

• **ADDRESS**

1, Jalan Semanja 2/2,
Taman Semanja 43000 Kajang,
Selangor Darul Ehsan.

• **DATE OF BIRTH**

15 November, 1974

• **PLACE OF BIRTH**

Malacca

• **NRIC**

741115-04-5005(A 2968057)

• **PASSPORT NUMBER**

A 52193690

• **RACE / RELIGION / NATIONALITY**

Chinese / Buddhist / Malaysian

• **MARITAL STATUS**

Marriage

• **EPF NUMBER**

12815762

• **INCOME TAX NUMBER**

SG 05537185100

I am currently a Head of Property with Great Eastern Life Malaysia and base in Menara Great Eastern.

I obtained my Diploma in Marketing (CIM) from Systematic Training Business Centre, Kuala Lumpur and subsequently completed the Executive MBA in Building & Facilities Management with Open Universities Malaysia (OUM) in year 2014.

Along my career, I have gained a wealth of experience in the areas of property and facility management over the years. I began my career as a Property Sale Advisor with MBf Properties Sdn Bhd and broadening my interest in Property & Real Estate Management as a Leasing Officer with Uncang Emas Sdn Bhd.

I spent almost 10 years with WCT Properties Sdn Bhd as Property & Facilities Senior Executive, where I sharpened my knowledge, abilities and capabilities in Building Maintenance, Property Facilities Management and Real Estate.

I progressed towards my goals with WJSC Engineering Sdn Bhd as Operations Manager with a specialization in Renovation, Construction, Project, and Facilities Management. Motivated and driven to sharpen my career portfolio further in complex management, I joined Titijaya Asset Sdn Bhd, Encorp Berhad and Couture Homes Sdn Bhd as Operations Managers; solely responsible Fit-out and Operations of the mix development consist of shopping mall & Office Tower.

Subsequently, I have proceeded with career advancement with Hong Leong Assurance Berhad as Head of Property and Office Management Services to manage all 22 branches as well as investment high rise property.

With a total of 25 years working experience and exposure, I am motivated to go further and set new goals. I look forward to new challenges and exploring new opportunities to learn and grow in my career, as well as to excel in my personal achievements.

I believe there is no barrier when there is a willingness to succeed.

August 2020 to Present

GREAT EASTERN LIFE MALAYSIA

Designation : Head, Property

RESPONSIBILITIES

- Responsible for ensuring overall property portfolio of a total Net Lettable Area (NLA) of 2.45 million square feet to meet the target net yield return and property market value.
- Strategically manage leasing & tenancy management, facility management and credit control management of the overall property portfolio.
- Continue to explore for potential high net yield return property and recommend for relevant Boards consideration and approval to increase property investment portfolio.
- Effectively expand and growth the property portfolio exposure via appropriate land development and acquisitions.
- Efficiently manage and monitor property projects to ensure completion as per targeted timeline and within the approved budget.
- Periodical update to relevant Boards on the property portfolio performance, development progress status as well as strategies leasing action plan.
- To develop and drive energy efficiency program within the property portfolio.
- Responsible for driving and managing Group's initiative on workplace transformation and ESG program which included GBI status.
- Responsible for improving property department staff engagement and commitment.

PROPERTY / BUILDING MANAGED

- 21 Great Eastern Life branches within Malaysia
- Menara Great Eastern & Great Eastern Mall
- Menara Great Eastern 2
- Menara Weld & The Weld
- Equatorial Plaza
- Seri Hening Residents
- Shoplots and vacant land

February 2014 to July 2020

HONG LEONG ASSURANCE BERHAD (HLAB)

Designation : Head of Property & Office Management Services

Reason of Leaving : Career advancement

RESPONSIBILITIES

- ❖ **Space Management** – Effectively plan the required office space to achieve space optimization due to expansion, branch relocation and new setup office.
- ❖ **Fit-out & Renovations Management** – Efficiently plan, design, and monitor all fit-out & renovation progress schedule from inception till handover to user within the timeline given.
- ❖ **Building Maintenance Management** - Responsible to manage and monitor outsource building manager and service providers to ensure smooth operations of all investment commercial building.
- ❖ **Leasing Management** – Strategically manage all enquiries from direct prospect or real estate agent to ensure high occupancy level of the investment commercial office building.
- ❖ **Tenancy Management** - Responsible for managing and monitoring new and renewable tenancy agreements and establishing close working relations with the Legal Department on any forms of legal terms and documentation process.
- ❖ **Branch & User Support** - To provide support in terms of facilities and building maintenance, office services management etc to ensure smooth branch operations.
- ❖ **Site Acquisition** - Responsible to source and propose prominent location of new branch or relocation for management consideration.
- ❖ **Procurement Management** - Responsible for processing and monitoring all contractual requisition or ad hoc requisition to ensure the procurement process is in line with Group Procurement Policy within the group.
- ❖ **Tender Management** - Responsible for preparing tender documents, tender exercise, and subsequently analyze and selection of vendor for all kind of building maintenance repairing works, Fit-out works, building & office service contract.
- ❖ **Office Services Management** - Responsible for managing, monitoring, and evaluating office services provider to ensure cost effectiveness and efficiency.
- ❖ **Energy Management** – Effectively manage and control energy usage for each department and branches to achieve energy efficiency as well as continues proposed energy improvement plan and alternative solution for management consideration.

PROPERTY / BUILDING MANAGED

- PJ City Development (PJCD) Office Tower – HQ
- 22 HLAB branches within Malaysia
- Wisma Hong Leong
- Menara Raja Laut
- Secretary of PJ City Development JMB

August 2012 to August 2013

COUTURE HOMES SDN BHD (MAMMOTH EMPIRE HOLDING SDN BHD)

Designation : Operations Manager

Reason of Leaving : Career break and further Study

RESPONSIBILITIES

- ❖ Oversee, monitor and responsible to smooth daily operations of hard and soft services.
- ❖ Maintain consistent high standards of all events & promotions activities of the mall.
- ❖ Responsible to ensure all tenants adhere to mall's house rules as well as maintain excellent relationship between tenant and landlord.
- ❖ To enhance existing SOP to ensure effectiveness and efficiency of operations are met.
- ❖ Monitor and supervise to ensure all repairing/maintenance schedules, tenders, refurbishments projects, capital expenditure projects are well managed and complete as required and to the appropriate deadlines.
- ❖ Periodically report on operational issue as well as propose for annual financial budget for the mall
- ❖ Conduct an effective energy conservation program to reduce operating cost of the Centre mall.

PROPERTY / BUILDING MANAGED

- Empire Shopping Gallery, Subang Jaya

March 2012 to July 2012

ENCORP BERHAD

Designation : Operations Manager

Reason of Leaving : Job opportunity approached and offered by Ex-Superior

RESPONSIBILITIES

- ❖ Responsible for effective and smooth operations of properties under the Group.
- ❖ Coordinate with Group Corporate Communication, Branding Manager, Tenants and Organizer on Event preparations, Publicity (banner & bunting), security, housekeeping, crowd control, VIP parking, traffic flow control & etc.
- ❖ Participated and coordinated with Project Department, Architect, M&E Consultants, ID Consultant, Signage Consultant, Traffic Consultant prior to operations setup for the Mall and Garden Office.
- ❖ Coordinate with Leasing Department, Project Department, and tenants on Fit Out design, planning, facilities equipment's provision & etc.
- ❖ Responsible for annual operations budget forecasting of all properties under the Group.
- ❖ Pre-evaluate and qualify service provider participants in tender as well as finalization of appointment to ensure competency.
- ❖ Carry out routine inspection of all properties to ensure compliance with all relevant acts, building by laws and local authority requirements.
- ❖ Conduct fortnightly meetings with existing tenants on the issues related to operational manner as well as to develop rapport relationship between Landlord & Tenants.

PROPERTY / BUILDING MANAGED

- Red Carpet Boulevard, The Strand Shopping Mall & Garden Office, Kota Damansara

July 2011 to February 2012

TITIJAYA ASSET SDN BHD (TITIJAYA GROUP OF COMPANIES)

Designation : Property Manager

Reason of Leaving : Company Restructuring

RESPONSIBILITIES

- ❖ Coordinate and close follow up with consultant & project team on outstanding defects work.
- ❖ Review and approve submitted fit-out drawing to ensure all design meet the mall concept and statutory requirements.
- ❖ Conduct fit-out works coordination, induction, and inspection to ensure tenants, designer & contractors understand and compliant to fit-out house rules, safety standards, technical specification requirements, design, and concept.
- ❖ Develop effective SOP on Facilities & Building Maintenance, Housekeeping, Car Park Operation, Security Services and Grease Trap Maintenance as well as effective preventive schedule.
- ❖ Implement energy and environmental management to optimize operation costs.
- ❖ Monitor and provide annual assessment rating for all service providers and contractors.
- ❖ Coordination of annual operation costing, P&L reporting, annual budgetary planning, and administration & management of all the service contracts.

PROPERTY / BUILDING MANAGED

- First Subang Mall, Soho and Office Tower, Subang SS15

September 2009 to May 2011

WJSC ENGINEERING SDN BHD

Designation : Operations Manager

Reason of Leaving : Company Financial Instability

RESPONSIBILITIES

- ❖ Responsible for acquiring, negotiating, and securing new project/renovation contracts.
- ❖ Responsible to ensure smooth implementation of all projects/renovation/repairing works from inception to completion within the specified time frame and of the desired quality.
- ❖ Monitored financial and contractual terms of project/renovation and ensured the overall budgets of all project/renovation are maintained from the inception to completion.
- ❖ Responsible for performing risk assessments and managing risks as well as managing changes to the project scope through effective change control management.
- ❖ Developed strong, effective, and diplomatic relationship with the clients and local authorities to ensure cooperation and smooth operation of the projects/renovation.
- ❖ Oversee defects management and take rectification action whenever necessary.

January 2000 to August 2009

WCT PROPERTIES SDN BHD (WCT BERHAD)

Designation : Property & Facilities Executive

Reason of Leaving : Career Advancement

RESPONSIBILITIES

- ❖ Manage & maintain all commercial and residential properties, including car park facilities.
- ❖ Develop & implement building preventive maintenance activities to ensure smooth operations which include building Quality Cleanliness Standard, Safety & Security Procedures.
- ❖ Implemented cost effective management exercise by minimizing utilities & operational expenses, as well as develop & implement energy saving program.
- ❖ Manage, monitor, and evaluate performance of service providers and contractors to ensure SLA standards are met.
- ❖ Periodic review of SOP especially contingency event/incidents.
- ❖ Ensured all defective works are attended within contractual periods.
- ❖ Liaised closely with the related Town Counsels, local authorities & Land Offices pertaining to relevant permit applications, regulatory renewal, and payment.
- ❖ Coordinate with solicitor on tenancy agreement, SPA & others litigation issues DOA, DL, MOT & etc.
- ❖ Liaised with the Valuer, QS & Insurance agency to ensure Fire Insurance and Public Liability Insurance coverage are sufficient.
- ❖ Attend and resolve tenant's & customers complaints on defects and dissatisfaction issues.
- ❖ Prepare monthly report to the higher management on Profit & Loss Report and action plan report, as well as annual expenses and income budget.

PROPERTY MANAGED

- All AEON Mall Bandar Bukit Tinggi – Facilities Management Only
- All contra properties under the Group of Companies such as Menara Pandan Office Tower, few hundred units of apartment at Port Dickson & Bandar Saujana Putra, Bukit Raja Industrial Lot as well as residential & commercial property in Bukit Beruntung.

May 1998 - December 1999

UNCANG EMAS SDN BHD (MBF GROUP)

Designation : Leasing Officer

Reason of Leaving : Company under Receivership

RESPONSIBILITIES

- ❖ To lease all the available premises in office tower and complexes.
- ❖ Assist in rental collection, A&P, preventive maintenance as well as security issues.
- ❖ To ensure tenants and contractors adhere to management housing rules and renovation rules.
- ❖ Prepare, coordinate, and arrange for fresh as well as renew Tenancy Agreement.
- ❖ Coordinate and propose for the Fire Insurance renewal.
- ❖ Handling and resolving customer and public complaints

PROPERTY / BUILDING MANAGED

- Ue3 Shopping Mall and 4 office Tower

March 1997 - April 1998

MBF PROPERTIES SDN BHD (MBF GROUP)

Designation : Sale Advisor

Reason of Leaving : Company Restructuring

RESPONSIBILITIES

- ❖ Increase customer base via telemarketing, cool calling, exhibition road show etc.
- ❖ Commit to achieving monthly sale quota of RM2 million.
- ❖ Provide solutions to customers on loan application and after sale service arrangement.
- ❖ Update all relevant details of purchaser in group database.

PROPERTY / BUILDING MANAGED

- Leisure Commerce Square Office Tower, Bandar Sunway
- PD Marina World Resort, Port Dickson

LANGUAGES

(Proficiency: 0 = Poor : 10 = Excellent)

	<u>SPOKEN</u>	<u>WRITTEN</u>
Bahasa Malaysia	9	8
English	8	7
Mandarin	9	7
Cantonese	8	-
Hokkien	7	-

COMPUTER LITERACY

Proficient in Microsoft Word / Office / Excel / Power Point

INTERESTS

Football / Badminton / Jogging / Reading & Travelling

REFERENCE

Name : Mr. John Lim Kok Chee
Company : Naza TTDI Sdn Bhd
Position : Head of Property Department
Contact : 016-220 9729

Name : Mr. Yeap Chin Chong
Company : Guocoland Berhad
Position : Operations Director
Contact : 019-448 1618