

## RESUME

# WEI SHIN, YAP

## Property and Facility Management

Experienced in various property operations management with demonstrated achievements history in engaging domestic and international private, corporate and government related facilities services, property, investment industry. Each in its distinctive environment derive from multiple organizations culture.

Properties portfolio include international brand retail malls, Award winning Grade "A" and MSC status corporate commercial offices buildings, commercial shop lots, residential buildings (exclusive serviced and non-serviced) and leisure resort hotels.

Involved with mix developments properties with adherence to Malaysia Strata Management Act.

## PERSONAL DETAILS

**Date of Birth**  
9<sup>th</sup> February 1974

## CONTACT DETAILS

**Mobile**  
+60 19 940 3395

**Email**  
yap.weishin@gmail.com

## AREAS OF EXPERTISE

- Commercial Buildings
- Residential Condominium
- Service Apartments
- Retail Commercial Malls
- Hotel & Resorts
- Shop Lots
- Gated Commercial & Residential properties
- Central Business Districts CBD
- Strata properties

## PROFESSIONAL EXPERIENCE

June 2019 - Jan 2023  
3 years 6 months

### HEAD OF DEPARTMENT - ENGINEERING AND PROPERTY

Transcend Commercial Management Sdn. Bhd.  
*wholly owned by COUNTRY GARDEN DANGA BAY SDN. BHD.*

Building managed :	Danga Bay Condominium	(Residential)
	Bele time Shopping Mall	Area 1,624,278 sq.ft (Retail Mall)
	Forest City Starview Bay	Area 593,673.80 sq.ft (Residential)
	Forest City Pacific View	(Commercial Office)
	Lakecity	(Mix Development)

Establish Property and Engineering division for the organization overseas pacific region.

Personal achievement on RM 5 million increased profit annually from strata property management contribution fee improvements.

Lead the coordination of M&E matters with consultants, contractors and relevant Authorities (Technical or non-technical) regarding the compliance of design, submission and statutory approvals during and post construction.

Review & liaise with internal departments to ensure M&E layout design in terms of functionality, reliability, sustainability, maintainability and cost efficient aspects are complied and provide necessary comments and inputs.

Develop, review, improve and implement systems such as preventive and predictive (cyclical) maintenance, improvement, extension, alteration, repair, redecoration of the property, operation procedures, renovation and construction rules and regulations.

Regular audits of building, M&E facilities and works relating to ensure compliance with local government/ statutory regulations and effective maintenance and management of the properties

Ensure all compliance, permits and licenses pertaining to local statutory requirements are in order

Establish and enforce building operation, administrative and security policies, procedure and standards including procurement, emergency responses, adhoc maintenance, incident containment and operation rectification and restoration.

Compile, collate and analyze on operations data and reports for continuous improvements

Prepare and review annual building operations budget for OPEX and CAPEX, work specifications, procurement process and recommendation for award of contract

Responsible for building operation matters, including car park operations, tenants' alteration & addition works etc. including formulation and establishment of billing rate for utility, carpark and maintenance charges by surveying local rental rates; calculating relevant overhead costs and profit goals.

Monitor account receivables by collecting paying bills; forecasting requirements; preparing an annual budget and 5 year budget plan; scheduling expenditures; analyzing variances; initiating corrective action.

Conduct routine site inspection with consultants and site team on M&E service and progress of works testing and commissioning.

July 2017 - June 2019  
2 years

## OPERATIONS MANAGER

Jaya Section Fourteen Sdn. Bhd.  
*wholly owned by MAPLETREE INVESTMENTS PTE.LTD.*  
*property investment for TEMASEK (Singapore)*

Building managed : Jaya Shopping Centre (Retail Mall)  
Area 659,000 sq.ft

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Responsible for Commercial Retail Investment group - Malaysia business unit retail operations.

Personal achievement on improving financial fitness by increased 56% car park revenue annually. Decreased vendor outstanding payments from 3 years to 2 months. Improving outstanding collection from 30% to 10%. Revive commercial activities by restoring building operation and functionality such as rectify leakages problems

Enhance value through formulation and implementation of operations strategies to maximize efficiency and effective cost management which to ensure profitability within company group account

Develop, monitor, review and improve existing systems and policies such as Standard Operation Procedures (SOP), Procurement process, Preventive & Proactive Maintenance programs, Corrective Actions plans and Emergency formulae. To ensure the implementation of the policies and guidelines are effective and consistent within the organization direction

Oversight on the building technical matters including building work, upgrades, renovation, fit out and repairs to the building infrastructure and systems; and provides input on the requirements of the building infrastructure and systems at the early work stage

Ensure all legal requirements and compliance, permits and commercial registrations pertaining to local statutory requirements are in order

Develop, manage and lead a team of executives and operational staff thru performance assessments, efficiency and effectiveness. Control and monitor manpower planning thru optimal allocation and utilized in an effective manner by correct resourcing and developing business continuous plan

Develop and establish good communication and relationship with tenants and suppliers

Continuous liaison with Leasing & Marketing team regarding new leases and promotions

Coordinate with Finance Division to make sure all collections and billings are fulfilled within the specific timeline. Procurement and payments are within compliance level

Jan 2012 - June 2017  
6 years

## OPERATIONS ASSOCIATE ADVISOR

Sestek FMC Sdn. Bhd.

*property management service provider for GAMUDA Bhd.*

Building managed :	Menara Gamuda	(Commercial Office Building)
	Gamuda Walk	(Retail Mall)
	Valencia	(Gated Country House estate) The
	Robertson	(Commercial units + Retail Mall +
		2 tower of Condominium units)
	Villa Mas II	(3 storey link House estate)
	Winners Court	(6 blocks Apartments towers)

Oversee the building facility, properties management functions and operations for the clients.

Provide leadership, management and guidance in ensuring effective management and administration of property related matters, and ensure property management contract continuity for company revenue and other tasks that the Management believe within the abilities of the holder and that fits with the Company's strategies as circumstances dictate.

Plan and administer all facilities management activities including operation management, performance audit and review, maintenance procedures and instructions

Formulate, lead and control operations budget to ensure efficient and prudent spending without compromising departmental targets and the strategic plans.

Provide guidance to the clients Building Management and in-house team on planning and managing operations, advice on facilities operation policies and procedures which include but not limited to alterations and improvement.

Liaise with Project Consultants, service providers and contractors on building defect rectification, maintenance and services in accordance to the Service Level Agreement (SLA)

Provide reference to local council regards to Building Law and Strata Management Act 757, and liaise on behalf of client with the local authorities.

Involves in pre-planning and pre-application suggestion and advice during building design stage.

Assist client on property billing formulation including contribution service charges & sinking funds, traffic flow, building installations setup & layout preview.

Ensure all clients properties and assets are functional available and efficiently maintained in ensuring the buildings and assets are safe and comfortable to occupy at all times

Set up, organize and participate in Annual General Meetings/Extraordinary General Meetings on behalf of the client's property management committee.

Direct involvement communications with residents, tenants and building owners to promote and maintain harmonious relationship.

Jul 2014 - Dec 2016  
1 year 6 months

## **BUILDINGS MAINTENANCE MANAGER**

Dili Development Lda. (Jape Group International)  
*property developer*

Building managed :	Timor Plaza	(Retail Mall)
	Timor Plaza Hotel	(Hotel)
	Timor Plaza Service Apartment	(Service Apartments)
	Pacific Tourist Resort	(Resort Hotel)
	CBD 2	(Commercial office business + residential units)
	CBD 3	(Commercial Office building)
	CBD 4	(Commercial Office building)
	Comoro District	(Shop lots + Residential)
	Comoro School	(International primary education centre)

In charge of property management for group company's asset which inclusive of hotel, retail mall, commercial office buildings, service apartments, residential units, shop lots and commercial business districts CBDs in Dili, Timor Leste.

Formulation and implementation of Property Management to ensure the asset efficiency performance are maximized effectively, efficiently and sufficiently through cost management control.

Develop annual budget for property OPEX, scheduling and recurrence expenditure, cost and variance analyzation

Develop and implementing relevant principals such as Standard Operation Procedures (SOP), operation programs such as Planned Preventive Maintenance (PPM), Emergency Safety Evacuation plan etc. for the group asset properties.

Strategize, formulate and drive long term and short term planning of the property asset in the aspects of Group Company direction.

Direct, organize and overseeing all work, renovation, fit out, improvements upgrades and repairs on the group asset properties without compromising safety, operation downtime and guest disturbance.

Develop plans and strategies in ensuring the safety and functionality conditions of the property premises are in compliance including conducting routine emergency evacuation exercise, incident management program and regular inspections on group assets properties.

Implement risk & SWOT assessments to identify potential areas and subjects within the group asset. Initiate corrective action plan to rectify and enhance the value of the group asset

Ensure all contracts and vendors performances are fulfilled in accordance to the Service Level Agreement (SLA)

Implemented inventory stock control to ensure all servicing and replacement parts are sufficiently procured, stored and available within a period 3 months. Set up addition systems to minimize loss and wastage

Lead and coordinate technical teams to develop, implement and deliver a high standard of maintenance exercise and scheduled plans

Feb 2014 - Jul 2014  
6 months

## **FACILITIES MANAGEMENT MANAGER**

Dats Management Sdn. Bhd. (UOA Group)  
*internal Facilities Management for UOA Properties*

Building managed :	Horizon I	(Commercial Office building)
	Horizon II	(Commercial Office building)
	The Sphere	(Retail Mall)
	Horizon carpark	(Commercial Carpark area)
	Nexus	(Retail Mall)
	Camelia	(Residential Condominium)
		<i>Total Land Area 1,197,900 sq.ft</i>

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Managed group company properties and interest in Bangsar South, Kuala Lumpur which include Grade "A", GBI and MSC status commercial office buildings and retail mall.

Personally achieved optimized management operations by consolidating building management of twenty two (22) (Grade A, MSC, GBI) office towers, one (1) retail mall & seven (7) storey basement car park management.

Lead and manage in-house Technicians, security personnels and car park management team in relation to organizing, developments, operations, management and functions to ensure effective delivery of department's mandates.

Review and improve current procedure and processes to improve efficiency and effectiveness.

Ensure the services of vendors and contractors are within the scope and performance standard according to the Service Level Agreement (SLA).

Assist Building Managers in technical and operation matters on other residential and commercial buildings.

Liaise directly with tenants and building owners in relation of risk management, health and safety activities.

Jan 2011 - Jan 2014  
3 years

## **BUILDING MANAGER**

Uptown Facilities Management International Sdn. Bhd. (See Hoy Chan Sdn. Bhd.)  
*Facilities Management Services Provider*

Building managed :	PJTradeCentre	(Commercial Office Building)
		Area 1,200,000 sq.ft
	Uptown 2	(Commercial Office Building)
		Area 184,710 sq.ft

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Manage client's multi-parcel ownership Grade "A" commercial office building at PJ Trade Centre, Petaling Jaya.

Achieved in obtaining FIABCI 2012 & 2013 Malaysia office category award.

Lead, oversee and manage operation, administration and in-house technical teams, outsourced vendors such as housekeeping and security, in order to safeguard client's asset and ensure delivery of service in accordance with client's KPIs and SLAs.

Ensure all services and work done within the buildings are conducted in accordance with approved plans, strategies and standards comply with the local governance statutory and regulations. Including all required legal requirements and compliance, permits, commercial registrations and statutory license related to the building and operations are to be obtained, valid and in order.

Establish and implement building systems and regulations to safeguard client's asset such as incident reporting's and follow-ups corrective action plans and enhancing the compliance of the Management Corporation's rules and regulations by the owners, tenants and visitors.

Ensure financial account fitness by sending all invoice bills and collect fees in a timely manner. Enforce credit control to minimize outstanding fees accumulation

Prepare annual budget on OPEX and CAPEX and implement expenditure accrual accordingly.

Oversee all procurements and vendor service engagements process are conducted transparently and comply with the company's best practice and client's acknowledgement

Establish constant direct communication with tenants and owners to resolve concerns and foster relationship.

Involved with tenant matters such as feedback and co-ordinate activities undertaken to resolve issues arising. Provide optimal and practical solutions to the client and the Management Committees

Arrange and conduct Annual General Meetings (AGM), Emergency General Meetings and monthly committee meetings in accordance to Malaysia Law Strata Management Act 318 & 663.

Apr 2008 - May 2010  
2 years

## **OPERATIONS DIRECTOR**

KLS Energy (Lanka) Pte. Ltd.  
*Independent Power Producer*

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Secured Sri Lanka government award on 35 MW Power Purchase agreement (PPA) from Ceylon Electricity Board (CEB) and along with other approvals such as land acquisition, environment safety etc. from each respective ministries of Sri Lanka.

Lead, direct and guide to ensure all submissions such as project itinerary and plans, construction schedules, Initial Environment Examination (IEE) and Environmental Impact Assessments (EIA) reports and other documents are received completely by each relevant ministry agencies with due diligence and in compliance with prescribed government policies, procedures and requirements.

Formulate and oversee the decrease in environment pollution impact and dependency of foreign oil import on Sri Lanka nation by redesign previous electricity requirement of 10 MW diesel power plant to 35 MW hybrid renewable energy power plant consist of solar and wind power.

Initiate and maintain constant direct communication and relation with local security armed defense ministry forces such Sri Lanka Army and Navy to maintain and safeguard company's physical asset on site including identifying potential risk and implement preventive measures thru ascertain local information on security and movement.

Liaise and coordinate with Sri Lanka local business partner to develop plans, formulating and driving strategic business initiatives on management and operation matters.

Monitoring performances of departments and vendors thru enhanced business collaboration and technical knowledge transfer between government linked companies (GLC) from Sri Lanka with Malaysia and China.



Mar 2003 - Mar 2008  
5 years 1 months

## **ASSISTANT BUILDING SERVICES MANAGER**

IKANO Corporation Sdn.Bhd.  
*Retail Developer / Retail Management*

Building managed :	IKANO Power Centre	(Retail Mall)
		Area 486,000 sq.ft
	IKEA	(Retail Mall)
		Area 358,110 sq.ft

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Personal achievement on RM 1.35 million annual savings thru lowering electricity usage for IKEA and IKANO Power Centre by optimizing equipment operation without any additional investment in equipments or engagement third party equipment nor services

Oversee construction projects and assuring compliance project planning in all facets relation to the design, implementation, and administration. To ensure both buildings of IKEA and IKANO Power Centre is completed and operational within defined expected time frame

Formulate, develop and implement maintenance principles such as comprehensive preventive maintenance programs, operation facility management schedules for company's physical assets

Involve in standardization of operations, policies, guidelines and design related to the properties, business continuity plans, risk management and health and safety security activities. Ensure that buildings are in compliance with all policies, procedures, audit and record retention standards

Ensuring all procurement are conducted with due diligence and in compliance with prescribed policies and procedures

Optimizing operations efficiency and cost effectiveness through continuous process improvement, innovation and digitization such as Building Automation System, BAS and Building Management System, BMS

Hands-on involvement in handling critical situations and problem solving while maintain the strategic overview of the building operations and related disciplines.

Oversee and implement vendor management on outsourced vendors activities (civil and structure, mechanical and electrical systems, telecommunication system, housekeeping and event management) and other relevant facilities management activities and matters ranging from contractual issues, budgeting, performance and warranties (Defect Liability Period, DLP)

Manage and develop in-house technical teams through performance assessments, training resourcing and business continuity plan.

## EDUCATION

1994 – 1996  
MAR MAR

**UNIVERSITY OF CANTERBURY – CHRISTCHURCH, NEW ZEALAND**  
BACHELOR OF ENGINEERING ( MECHANICAL )

1993 – 1994  
MAR JAN

**CENTRAL INSTITUTE OF TECHNOLOGY – WELLINGTON, NEW ZEALAND**  
NEW ZEALAND CERTIFICATE IN ENGINEERING

1987 – 1992  
JAN DEC

**CATHOLIC HIGH SCHOOL – PETALING JAYA, MALAYSIA**  
SIJIL PELAJARAN MALAYSIA, SPM

## PROFESSIONAL SKILLS & ATTRIBUTES

Managing the building operations and maintenance of the facilities infrastructure, and buildings, utilities and services

Planning and formulation of processes, systems and procedures pertaining to full spectrum of mechanical and electrical engineering operation for own and clients' properties

Implementation of comprehensive preventive maintenance programme for all M&E system and equipments in all the property buildings

Monitor and manage third party contractors/vendors performance and ensure performance of works on any construction /installations /modification /fit-out or repair works are in accordance to the specifications of contract and compliant to the current relevant national laws, statutes, regulations or requirements of the owner

Establishing operational strategies, technical sign-off and acceptance of M&E system and C&S finishing prior to building opening and end of retention period

Procure and submit tender documents for both government and private sector projects

Liaise with relevant local government authorities on utilities, safety and environment issues to ensure compliance with statutory regulations

Establish relationships with contractual & non-contractual servicing contractors and related government ministries

To monitor suppliers/vendors pricings and review utilities cost effectively, driving creative cost improvement program

Manage and lead the facility team to achieve KPI's along ensuring the daily smooth-running of the operations for all the buildings at client's site

Establish and manage annual operating budget and short, medium and long term forecast for operation of the properties under corporation and strata management. Monitoring of the expenditure to ensure actual cost are in line with forecast

Arrange and conduct Annual General Meetings (AGM) for strata property management in accordance to Strata Act.

Management of maintenance / sinking fund from the tenants as stated under the Malaysia Strata Titles Act 318, 663 and forthcoming Act 757

Responsible for the compilation of information and approvals from each respective local government ministries in order to obtain related approvals include Green Building Index (BMI) and Multimedia Super Corridor (MSC) applications.

Site assessments by conduct visits, constructions of data collection structures and compilation of site information as well as interaction with clients.

Provision of technical support to all tenants/owners of the building by trouble-shooting of all M&E related issues

## CAREER ACHIEVEMENTS

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Personally increased profit by achieving savings of RM 5 million annually from adjusting strata property management maintenance fee

Personally increased building revenue by additional RM 1 million per annum via car park management and restore building operations to recover arrears.

Pioneering comprehensive maintenance system in relation with operation and management continuance for building consist of retail, commercial office, hotel and apartments and nearby buildings in the Central Business District area.

Revise and impose new rate for electricity, gas and labour charges to deter recurring loss of revenue.

Establish asset management, key management and equipment management for all the buildings to improve operation and administration reference.

Managed to merged & centralized the building management for twenty two (22) (Grade A, MSC, GBI) office towers, one (1) retail mall & seven (7) storey basement car park management at The Sphere & Horizon, Bangsar South.

Conducted emergency evacuation drills for existing and new tenants with collaboration of the local district fire brigade personnel.

Identified irregularities in management account and imposed account separation based on individual buildings to establish healthier management.

Rectify and refurbish building management to assist building developer to win FIABCI Malaysia award for Property 2012 and Prix D'Excellence 2013 for PJ Trade Centre (Grade A)

Converted Sri Lanka government proposal of 10 MW diesel power plant to 35 MW hybrid renewable energy power plant

Initiated industrial/foreign investment opportunity to Sri Lanka government by converting high security zone into industrial commercial zone and providing power to the industries

Providing Sri Lanka additional power reserve and savings without relying on foreign raw energy supply due to soaring price of international oil commodity and fluctuation of foreign currencies

Savings from soaring price of international oil commodity and fluctuation of foreign currencies as Sri Lanka is a net importer of crude oil

Preserved natural land side from pollution, corrosive exploitation and mining as Northern Sri Lanka, Jaffna is rich in lime stone reservation which is largely used as a source of raw material for cement

Enhanced commercial relationship and technology transfer in between three countries, China, Sri Lanka and Malaysia

Personally initiated and implement energy management programme on HVAC system ( 3 x 750 RT and 3 x 650 RT Centrifugal Chiller system ) at IKEA thru individual custom set up of logic programming on BAS system and calibration on valves, fan speeds of AHU's / FCU's etc

Lowered electricity usage of average 235'500 kWh ( 16.1% ) per month without compromising mall retail operation for IKANO Power Centre. (Average savings of RM 55'000 per month with rate of RM 0.234 / kWh) and RM 690'000 per year on electricity usage for IKEA without the requirement of addition investment on installation of additional devices. Total average electricity bill savings of RM 1.35 mil per annual year 2004 onwards.

Thru optimization of machinery operation. Frequency of routine servicing and maintenance had been lowered and archived balanced stage. Lifespan increased by average of 30%. Hence further savings on parts changing/replacement. ( Average savings of RM 30'000 per year )

## CERTIFICATES & COMMENDATIONS LETTER

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### U N I V E R S I T Y   O F   C A N T E R B U R Y

**W**HEREAS THE UNIVERSITY OF CANTERBURY HAS BEEN EMPOWERED BY THE UNIVERSITY OF CANTERBURY ACT 1961 AND THE EDUCATION ACT 1989, ACTS OF THE LEGISLATURE OF NEW ZEALAND, TO GRANT DEGREES OF THE UNIVERSITY: NOW THEREFORE *THIS IS TO CERTIFY THAT*

**Yap Wei Shin**

HAVING PURSUED THE COURSE OF STUDY PRESCRIBED IN THE UNIVERSITY AND HAVING IN THE YEAR 1995 SATISFIED THE STATUTORY REQUIREMENTS, HAS BEEN DULY ADMITTED TO THE DEGREE OF

**BACHELOR OF ENGINEERING (MECHANICAL)**



*Given under our hands this eighth day of May 1996  
under the authority of Section 193 of the Education Act 1989.*

Registrar *Michael Andros* Chancellor *Thomas Ham Carothers*

UNIVERSITY OF CANTERBURY



October 6, 2006

**TO WHOM IT MAY CONCERN**

**ACKNOWLEDGEMENT OF ABILITY AND COMPETENCY REGARDING ON  
POWER SAVINGS AND MANAGEMENT.**

As per mentioned above, we are glad to witnessed and hereby announce that Mr. Yap Wei Shin (I/C No. 740209 – 10 – 5297) had successfully performed the ability on implementing effective cost saving measures and decrease electricity/power usage in both of our facility; IKEA and IKANO POWER CENTRE without the necessity of purchasing nor installing any additional equipments.

During the period of implementation, none any major disruptions occurred to our daily operations or activities.

Thus with this letter, the company recognizes his contribution as notable achievement and would like to express our gratitude for his service rendered.

Yours sincerely,  
**IKANO CORPORATION SDN BHD**

A handwritten signature in black ink, appearing to read "Ben Chong", with a long horizontal stroke extending to the right.

**BEN CHONG**  
Store Operation Manager



Ref: HR/AD/L/2016/10/03

27/10/2016

TO WHOM IT MAY CONCERN

**Subject: Letter of Commendation**

Without prejudice:

1. We confirm that Sestek FMC SDN. BHD. is the managing agent of our property;
2. We are satisfied with the services provided to us; and
3. We do not hesitate to recommend Sestek FMC SDN. BHD. as a good property managing agent.

Yours faithfully,

(Wong Swee Foo)  
Assistant General Manager  
Administration Department

Gamuda Berhad (29579-T)  
Block D, Menara Gamuda,  
PJ Trade Centre, No. 8, Jalan P.J.U 8/8A,  
Bandar Damansara Perdana,  
47820 Petaling Jaya, Selangor Darul Ehsan.  
Tel: 03-7491 8288 Fax: 03-7727 3513

**Gamuda Berhad (29579-T)**

Menara Gamuda, Block D, PJ Trade Centre, No. 8, Jalan P.J.U 8/8A, Bandar Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia.  
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