

**Who Am I?**

A creative thinker who is passionate about the environment. A result driven, team player with strong business acumen and able to work in a diverse culture, fast-paced environment.

I have a unique background of having worked in various roles in the sectors of **Engineering, Facilities Management and Environment**. With more than 10 years of combined experience in Business Development roles, I have not only developed robust enterprising skills, but also a flair for strategy & communications.

SOFT SKILLS	DESCRIPTION
Communication	Strong flair for the English Language and excellent at Malay
Interpersonal	Capable of cultivating relationships with various stakeholders across different cultures
Creative Thinking	Approaches problems in a creative and innovative way
Planning	Adept at organizing, managing and solving problems while staying focused on the goal
Presentation	Excellent in producing clear, relevant and compelling story

CORE STRENGTHS	DESCRIPTION
Communicator	Compelling storyteller – able to narrate a convincing value-based proposition
Client-centric	Focused on delivering and following through on commitments to clients
Team Player	Works collaboratively with others and across the organization, whilst respecting diversity and valuing differences in opinion
Innovator	Continuously seeks to improve the status quo and conceives creative solutions to problems

**STRATEGY & COMMUNICATION ROLES & HIGHLIGHTS**

Strategist	Developed two new business strategies for AWC Berhad; Energy Management and Air Condition System contracting work resulting in estimated new revenue of RM80 million
Business Planner	Led the formulation of KLCC Urusharta's Business Plan for FY2022 – FY2026 and spearheaded the MFT-TTA Business Planners Forum.
Speechwriter	Drafted speech for KLCC Group Chief Executive Officer for MoU signing ceremony with Gentari Sdn Bhd
Emcee	Wrote talking points including 'pantun' and designed pre-event ice-breaking segment as emcee of KLCC GCEO Townhall 2022 and KLCCUH Executive Director's Townhall 2021
Protocol Officer	Designated as Protocol Officer for Group Chairman during KLCC Group's Long Service Award ceremony at KL Convention Centre
Secretarial	Entrusted as Secretary of AWC Berhad Executive Committee (EXCO) Meeting from Aug 2015 to Apr 2017 where primary role was to take & prepare minutes of meeting for Group CEO

## WORK EXPERIENCE

May 2022 –  
Present

**Head (Business Development)**  
**Business Development Department**  
**Group Strategy & Sustainability**  
**KLCC Holdings Sdn Bhd**

Prioritized business initiatives and created tactical actions towards achieving the department's objectives which is to identify potential investment (land, property & other development) as new business opportunities for the Group to pursue.

Performed feasibility study to evaluate proposal from Gentari on the **Installation of EV Charging Stations at KLCC NWD Basement Car Park** to determine its viability by analyzing the set of assumptions and data from KLCC Parking Management + Gentari and producing the financial modelling/revenue projection.

Produced the presentation deck and syndicated with Head, KLCC Parking Management to provide necessary recommendations to the Management of KLCC Property Holdings Berhad & Putrajaya Holdings.

Successfully obtained approval from CEO KLCC Property Holdings Berhad & CEO Putrajaya Holdings for the **Installation of EV Charging Stations at KLCC NWD Basement Car Park and Alamanda & Heriot-Watt University**.

Collaborated in the formulation of KLCC Group Annual Business Plan through business planning, portfolio analysis and risk assessment of internal assets.

Collaborated in the formulation of department's Risk Assessment, Annual Budget, Business Continuity Planning and Budget Timesheet.

May 2021 – Apr  
2022

**Head Section (Business Development, Strategic Planning & Performance)**  
**Corporate Services Department**  
**KLCC Urusharta**

Led the formulation of the company's Business Plan for FY2022 – FY2026.

Key focal of KLCC Urusharta for Business Planners Forum to align the company's strategic agenda with PETRONAS MFT 50:30:0 and strategizing the formulation of company's Business Model Canvas.

Responsible for Monthly, Quarterly & Annual Performance Reporting by consolidating incisive data and key issues for consumption of Head OPU.

Responsible for effectively compiling the 2021 G&A Budget input from all facilities and departments and coordinated with Strategic Finance to ensure timely consolidation.

Monitored, consolidated and reported the 2021 Balanced Score Card for Head OPU.

Drafted the segment on activities and highlights of KLCC Urusharta for KLCCP Integrated Annual Report 2021.

Designed a new and improved Annual Client Satisfaction Survey to elicit a more structured and nuanced response.

Responsible for analyzing & consolidating data and producing the deck on Service Cost Analysis for GCEO KLCC Property Holdings Berhad.

## WORK EXPERIENCE

Jan 2019 – Dec  
2020

**Vice President III (Facility Manager)**  
**Facilities Maintenance Division,**  
**General Admin & Security Department**  
**Bank Simpanan Nasional**

Managed the bank's facilities maintenance division for housekeeping, mechanical, electrical and telecommunications services nationwide (392 premises) including the bank's HQ and Data Centre for IT.

Responsible for department's Monthly, Quarterly & Annual Performance Reporting, Annual Budgeting and Maintenance Planning Activities including resource planning.

Responsible for management of operational and maintenance risks, SOPs, compliance and quality management system of the division.

Accountable for the turn-around-time targets for complaints and work requests.

Supervised the planning and refurbishment of maintenance projects.

Responsible for presentation of papers to Management Committee, Tender Committee and Tender Board on all projects/tenders.

Supervised the preparation of scope of work in tender document, unit rates, evaluating bids, presentation paper to Tender Committee and Tender Board.

Sep 2015 – Feb  
2018

**Senior Manager**  
**M&C Engineering and Trading Sdn Bhd (AWC Berhad Group)**  
**(Transferred from AWC Berhad)**

Led the formulation and implementation of Annual Budget and Business Plan, including capital allocation and resource planning.

Prepared and presented Monthly Performance Report including Sales Order Book and Progress Report to Executive Committee.

Coordinated with Finance on Monthly, Quarterly & Annual Report to ensure timely and accurate financial reporting.

Responsible for resolving internal audit findings and risk management issues.

Managed trade debtor for trading unit including to coordinate legal actions when required.

Responsible for hiring/terminating employees, employee performance review, annual increment and bonus allocation.

Aug 2013 – Aug  
2015

**Senior Manager Business Development**  
**AWC Berhad**

Secured air condition and building control system contract from Perak State Development Corporation (PKNP) for their new HQ in Meru, Perak.

Influenced the management to establish air condition business as a new revenue stream that resulted in AWC Berhad becoming a leading bumiputra air condition contractor in Malaysia by securing air condition system contract worth RM30 million from Sinohydro Corporation.

WORK EXPERIENCE	
Jan 2012 – Aug 2013	<p><b>Sales Manager</b>  <b>Stream Environment Sdn Bhd (transferred from Nexaldes due to restructuring)</b></p> <p>Managed prospective client database through BCI ASIA database, referrals, cold calls and tenders for STREAM Automated Waste Collection System ("AWCS").</p> <p>Collaborated in the formulation of company's Strategy Canvas and 5-Year Business Plan.</p> <p>Established networks and built rapport within client's organization to identify influencers and the key decision maker.</p> <p>Built rapport with relevant local authorities and government agencies.</p> <p>Secured RM50 million contracts and 7 new key accounts:</p> <ul style="list-style-type: none"> <li>• Mah Sing Berhad (12.0 million)</li> <li>• Cathay Singapore (1.5 million)</li> <li>• WCT Berhad (3.5 million)</li> <li>• NAZA TTDI (2.5 million)</li> <li>• MRCB (4.5 million)</li> <li>• Malaysia Airports Berhad (10.5 million)</li> <li>• Sime Darby (15.0 million)</li> </ul>
Jan 2007 – Dec 2011	Business Development Manager, Nexaldes Sdn Bhd (AWC Berhad Group)
Sep 2006 – Dec 2006	Business Development Manager, EQ Industrial Supplies Sdn Bhd
May 2004 – Aug 2006	Assistant Manager/Manager Business Development, Ambang Wira Sdn Bhd
Jan 2000 – Apr 2004	Corporate Affairs Manager, Kingsford Sdn Bhd
May 1997 – Dec 1999	Building Executive, Lyroz Corporation Sdn Bhd
EDUCATION	
2018	Master of Business Administration in International Business University of East London, UK
1997	Bachelor of Arts Degree in Communications Hawaii Pacific University, USA <i>Dean's List: Spring 1994 &amp; Fall 1996</i>
1990	Sijil Pelajaran Malaysia Bukit Bintang Boys' Secondary School
TRAININGS	
2022	<ul style="list-style-type: none"> <li>• LEAN Six Sigma – White Belt (June)</li> <li>• Effective Thought Structure (Aug)</li> <li>• Portfolio Strategy (Aug)</li> <li>• Effective Thought Structure (Aug)</li> </ul>
OTHER ACTIVITIES	
<ul style="list-style-type: none"> <li>• As member of the 2022 Organizing Committee for KLCC Group Long Service Award &amp; Annual Dinner, responsibilities include producing; Concept Briefing to shortlisted Event Management companies, Analysis of Price Comparison between bidders, Experience Sharing Survey and Report on Survey Feedback &amp; Assessment.</li> </ul>	