



EXPERIENCE

ALAM FLORA ENVIRONMENTAL SOLUTIONS SDN BHD

(A SUBSIDIARY OF ALAM FLORA SDN BHD)

FACILITIES MANAGER 2023 – PRESENT (MAYBANK GROUP CUSTOMER CARE)

- Managed the day-to-day operations of facilities, ensuring they were safe, functional, and aligned with company objectives.
- Oversaw a team of facility maintenance staff, providing leadership and guidance to ensure high performance and efficient operation.
- Developed and implemented maintenance management programs, for all building systems and equipment with 0 zero breakdowns and related downtime.
- Conducted regular inspections to identify and address safety hazards in workplace to avoid accidents and injuries.
- Collaborated with vendors and contractors to negotiate service contracts and manage vendor performance.
- Created and managed facility budgets, optimizing expenditures to achieve cost reduction while maintaining high standards of quality.
- Implemented energy-efficient initiatives, reducing utility costs and enhancing the company's commitment to sustainability.
- Streamlined space allocation and utilization.
- Developed and maintained emergency response plans, ensuring the safety and well-being of employees during crisis.
- Maintained compliance with all relevant regulatory requirements, certifications, and permits

ALAM FLORA SDN BHD, GLENMARIE SHAH ALAM

(A SUBSIDIARY OF MALAKOFF CORPORATION BERHAD)

SENIOR EXECUTIVE 2014- 2023

- Project leader for implementation Computerized Maintenance Management System (CMMS), as well as migration to the new system with mobile application capability.
- Trainer for CMMS
- Technical coordinator for technology solutions for Project Perumahan Rakyat (PPR) DBKL.
- Project leader for Company Command Centre Project with latest technology known as Advanced Real-time Monitoring System (ARMS)
- Project leader and Team Player of various **Facilities Management Services**
- Key person in preparing tendering technical information for various Facilities Management Projects:
 - Project Facility & Machinery Upkeep and Cleaning Services For Tanjung Bin Power Plant ("TBPP"), Tanjung Bin Energy Power Plant ("TBEPP") And Coal Handling Facilities ("CHF")

Ts. MOHD HAFIZ BIN ISHAK

MSc. in Facilities Management – UiTM

Professional Affiliations

- Certified Facilities Management Manager – CIDB
- Certified Assessor – Programme Certified Facilities Manager – CIDB
- Certified Trainer - Programme Certified Facilities Manager – CIDB
- Professional Technologist – MBOT
- Graduate Technologist – MBOT
- Accredited Trainer – HRD Corp
- Lean Six Sigma Green Belt

OBJECTIVE

A results-driven Facility Management professional with **19 years of experience** in managing high-profile facilities, projects and various position of operational and technical roles.

SKILLS & ABILITIES

- Asset & Facilities Management services and technology.
- Project management
- Energy Management
- Quality Management
- Operation & Maintenance
- Facilities Management Planning
- Emergency Planning & Business Continuity
- Leadership & Strategy
- Maintenance Management

CONTACT INFO

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Ts. MOHD HAFIZ BIN ISHAK

- Proposed technical support works and maintenance services for infrastructure and buildings in media city Angkasapuri, Kuala Lumpur-Asset Maintenance Services
 - Providing Integrated Facilities Management and Maintenance Services & Sustainability Initiatives for POS Malaysia Premises Nationwide
 - Proposal to Upgrade the Existing Analogue Cctv System to Digital System Including Additional Cctv Cameras to Minimize Security Risk Exposure at Pelangi Beach Resort Langkawi, The Danna Langkawi, Rebak Island Resort & Marina, Mutiara Taman Negara, Glenmarie Hotel & Golf Resort, Glenmarie Golf Country Club and Hilton Kuching Hotel
- Operational Facilities Management Services:
- Cleaning Facilities and Machinery Upkeep Malakoff Berhad
 - Cleaning services PROTON Tg Malim
 - Waste handling PROTON Tg Malim
 - Landscaping services Proton City Development Corporation Tg Malim
 - Cleaning intercity coaches for KTMB
 - Painting Shop maintenance PROTON Tg. Malim
- Team player to develop user requirement for new web-based and mobile application for the company for total solution services provided to the clients in Asset Facilities & Infrastructure Management scope of works inclusive:
- Waste Collection System
 - Attendance Management System
 - Asset Management System
 - Incident Reporting System
 - Integration System for centralize monitoring
- Appointed as a Task Force committee for Systematic End of Life Vehicles (ELV) and Technology Contract for DBKL.
- Energy Audit Projects involvement:
- Detailed Energy Audit Immigration, Customs, Quarantine and Security Complex Bukit Kayu Hitam Kedah with successfully identified and implement Energy Saving Measures (ESM).
 - Detailed Energy Audit MALAKOFF Prai Power Plant, Penang with successfully identified Energy Saving Measures (ESM).
 - Detailed Energy Audit DRB-HICOM University of Automotive Malaysia with successfully identified and implemented Energy Saving Measures (ESM).
 - Electrical Energy Audit, Malakoff Prai Power Plant Lumut, Perak

CENVIRO SDN BHD

(Formerly Known as UEM Environment Sdn Bhd)

OPERATION EXECUTIVE END OF LIFE VEHICLE PLANT (ELV)

2010-2014

- Ensure vehicles that brought into the facilities are documented and valid according to the Service Level Agreement (SLA).
- Coordinate the operation of plant, from the inspection of vehicles, de-pollution, dismantling and scrapping of the vehicles.
- Ensure that there are sufficient storage areas for vehicles.
- Liaising with contractors, statutory bodies and customer pertaining to the ELV project.
- Generating monthly inventory and other report.
- Generating Digital Certificate of Destruction for cars that are scrapped.
- Coordinating Plant Procurement and maintenance of vehicles, machinery and equipment.
- Ensuring the health, safety, cleanliness and security of the work environment.
- Establish and documented standard or operating procedures and process, plant policies and directives etc.
- Responsible for setting budgets and for adhering to these budgets.
- Representative for Company Risk Meeting.
- Key Auditee and successfully obtained MS ISO14001:2004, 9001:2008 & OHSAS 18001:2007.
- Project team for Project Design and Built Sewerage Treatment Plant (STP) for PLUS Sungai Buaya Interchange.

KOLEJ YAYASAN UEM

(A SUBSIDIARY OF UEM GROUP BERHAD)

TECHNICIAN 2007-2010 – Facilities Management

- Inspecting and ensuring the contractors complete their task on time as well as efficiently.
- To ensure all facilities are ready to use for student and in good condition.
- Air conditioning preventive planning maintenance and repairing works
- Mechanical and Electrical works.
- Recording and filing all reports on servicing and repairs.
- Reporting day-to-day M&E issue to superior.

PROTON TANJUNG MALIM SDN BHD

QUALITY CONTROL INSPECTOR 2004-2007

- Responsible in tool's and die engineering and tool's calibration, carry out maintenance works and trouble shooting during production.
- Confirmation for part quality.
- ICC meeting for improvement and troubleshooting quality.
- Liaising with other department due to quality issue.
- Preparing Weekly and Monthly quality report.
- Inspection Jig and data analysis report.

DATA VOICE COMMUNICATION SERVICES

TECHNICIAN 2003-2004 – Facilities Management

- As an appointed vendor for Private Automatic Branch Exchange (PABX) system and Local Area Network (LAN) of Bank Negara Malaysia Kuala Lumpur.
- Responsible to perform preventive maintenance area of LAN and PABX system. Its includes of installation of new network point and telecommunication services. As well as attend any corrective maintenance of related services.
- Recording and filing all reports on servicing and repairs.

MALAYSIAN MATCH COMPANY

TECHNICIAN TRAINEE 2002

- As a Machinist Trainee I'm responsible on machining jobs such as Surface Grinding, Lathe Machine and Milling Machine.
- To do a spare part for production machine based on drawing measurement.
- Project improvement request by superior.
- Preventive maintenance.

EDUCATION

MASTER OF SCIENCE IN FACILITIES MANAGEMENT, UITM SHAH ALAM, SELANGOR

CGPA 3.63

List of course completed:

- Facilities Management Framework
- Human Resource Management and Organizational Behavior
- Strategic and Risk Management
- Facilities Planning and Management of Building Fabric
- Computer Aided Facilities Management System
- Integrated Simulation Facilities Management Project
- Budgetary Control & Financial Management
- Research Methodology and Methods
- Sustainability FM
- Dissertation/Thesis

Ts. MOHD HAFIZ BIN ISHAK

**MALAYSIAN QUALIFICATION AGENCY (MQA) APEL
LEVEL T-7 MALAYSIAN QUALIFICATION AGENCY
(MQF)**

PASS- ACCREDITATION OF PRIOR EXPERIENTIAL
LEARNING LEVEL 7 MALAYSIAN QUALIFICATION
FRAMEWORK

**DIPLOMA IN MECHANICAL ENGINEERING,
POLYTECHNIC SULTAN AZLAN SHAH, PERAK**

**CERTIFICATE IN MECHANICAL ENGINEERING
(MANUFACTURING)**

COMMUNICATION

- Good in written and excellent verbal communication skills.
- Confident, articulate, and professional speaking abilities to Strategic, Tactical and Operational level
- Empathic listener and persuasive speaker.
- Speaking in public, to groups, or via electronic media.
- Excellent presentation and negotiation skills.

LEADERSHIP

With 19 years of experience in industry the leadership skills provide a sustainable growth to the organization. Have a good communication skill in public with active listening skills. Possess a proven ethical attitude with high integrity. Influence others with motivating attitude by encourage with a positive action.

SOCIAL & VOLUNTRARY SERVICES

**YOUTH COMITTED KEJIRANAN RUKUN TETANGGA
(KRT)**

Kementerian Perpaduan Negara

**DEPUTY SECRETARY SURAU AL-IKHWAN TAMAN
BERNAM TANJUNG MALIM PERAK**

Jabatan Agama Islam Perak

PROFESIONNAL & COURSE ATTENDED

YEARS	COURSE	ORGANIZED BY
2023	Speaker: Building Safety, Fire and Security Conference 2023 <i>Title : Predictive Maintenance, Implementation Strategies to Optimize Building Performance</i>	COMFORI
2023	Accredited Assessor – Program Certified Facilities Management Manager Level 5	CIDB
2023	Accredited Trainer – Program Certified Facilities Management Manager Level 5	CIDB
2023	HVAC System Audit & Retrofit Opportunities	IK Academy
2023	Accredited Trainer	HRD Corp
2023	Certified Facilities Management Manager	CIDB
2023	Energy Manager Training Course	MGTC
2023	Environmental, Social & Governance (ESG)	UNIVERSITI TUN ABDUL RAZAK
2022	PROFESIONAL TECHNOLOGIST PT22080153	MBOT
2022	GRADUATE TECHNOLOGIST GT22020959	MBOT
2022	PROFESIONAL ELECTRICAL INSTALLATION DESIGNS INCORPORATED WITH ENERGY EFFICIENCY	UNIVERSITI TUN ABDUL RAZAK
2022	FINANCIAL MODELLING IN MS EXCEL	TED LEARNING
2022	UNDERSTANDING RESEARCH PARADIGM & QUALITATTIVE STUDY	UNIVERSITI TUN HUSSEIN ONN
2022	CERTIFIED ENERGY MANAGEMENT AND ENERGY AUDIT COURSE	UNIVERSITI TUN ABDUL RAZAK
2022	STRUCTURED PROBLEM SOLVING & DECISION MAKING	ALAM FLORA
2022	QLASSIC ASSESSOR COURSE	CIDB
2021		
2021	COMPUTERIZED MAINTENANCE MANAGEMENT SOFTWARE IMPLEMENTATION FOR ICQS BUKIT KAYU HITAM KEDAH	CWORKS
2021	STATISTICAL PACKAGE FOR THE SOCIAL SCIENCES	UiTM Perlis
2020	CERTIFIED PROFESIONAL IN MEASUREMENT & VERIFICATION	GREENTECH
2019	GREEN TECHNOLOGY CONFERENCE	GREENTECH
2019	CONTINUOS IMPROVEMENT PROGRAMME	ALAM FLORA
2019	DESIGN THINKING – EXECUTIVE DEVELOPMENT PROGRAMME	DRB-HICOM
2019	ENERGY AUDITOR	GREENTECH
2018	LEAN SIX SIGMA GREEN BELT	DRB-HICOM
2018	SPIRIT OF PERFORMANCE - EXECUTIVE DEVELOPMENT PROGRAMME	DRB-HICOM
2017	OSH ACT TRAINING	CERT ACADEMY
2017	Microsoft Excel 2010- Intermediate – Advance Course	DRB-HICOM
2017	MAARA Annual General Meeting	MAARA
2016	9 th International Conference on automotive Recycling 2016.	MAARI
2016	Delivering Quality Customer Service Course.	ALAM FLORA
2015	Delivering Breakthrough Performance Course – MODULE BASE	ALAM FLORA

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2014	Bengkel Pengurusan Jenazah	UPSI
2014	Train the Trainer (TTT)	NIOSH
2013	Legislative Requirements for Hazardous Chemicals to Health Course (CHRA Module 1).	NIOSH
2013	Control of Chemicals Hazardous to Health Course (CHRA Module 2).	NIOSH
2013	Chemicals Health & Risk Assessment Course (CHRA Module 3).	NIOSH
2012	Integrated Management System Refresher Training.	KUALITI ALAM
2012	Behavioural Based Safety Training.	KUALITI ALAM
2012	OSH Legislation in Practice Course.	KUALITI ALAM
2012	Introduction to First Aid & Cardio Pulmonary Resuscitation course.	KUALITI ALAM
2011	Communication Excellence	KUALITI ALAM
2011	Quality, Safety & Health Environment Program.	KUALITI ALAM
2010	Forklift Safety Training.	KUALITI ALAM
2010	Basic First Aid & CPR.	KUALITI ALAM
2010	Program Pencegahan Kebakaran.	KUALITI ALAM
2010	Program Pencegahan Kebakaran.	KUALITI ALAM
2010	Seminar Pengurusan Buangan Terjadual	DOE
2007	Plumbing Works & Maintenance Course.	UEM
2008	Team Building Programme.	UEM
2007	Air-Conditioning System Operation & Troubleshooting Course.	UEM
2006	Kursus Jawatankuasa Keselamatan dan Kesihatan.	NIOSH
2005	Pre Working(Taisho) Training.	PROTON
2005	Motorcycle Defensive Driving Training.	PROTON
2005	Safety & Defensive Driving Training.	PROTON
2005	Innovative & Creative Circle Workshop.	PROTON
2004	Overhead Crane Safety Training.	PROTON
2004	The Seven Habits of Highly Effective People.	PROTON

REFERENCES

Associate Professor Sr. Dr. Nor Rima Muhammad Arif

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