



Dennis Siow Boon Keong

*A-16-10, Five Stones Condominium, No. 30, Jalan SS2/72,
47300, Petaling Jaya, Selangor Darul Ehsan, Malaysia*

Tel: (016)2131592

E-mail: dennisSiow2016@gmail.com

WORKING EXPERIENCE

BUILDING MANAGER • PMC FACILITIES & REAL ESTATE SDN BHD

October 2022 - Current
Petaling Jaya, Selangor

- Successfully improve customer service from poor service to acceptable level within a short period of time.
- Developing, reviewing, and improving service structure, framework, and policies to ensure efficiency in providing quality service to parcel and business owners.
- Managing 7 staffs for the properties.
- Managing 1000 residential and 130 business units in a high-rise mixed development property including executing all common area building maintenance, repair, and improvement projects.
- Report directly to Joint Management Committee.
- Knowledgeable in Strata Property Management Act 757, Strata Management (Maintenance and Management Regulations 2015).

FACILITIES MANAGER • BUKHARY SDN BHD

September 2021 - September 2022
KUALA LUMPUR, MALAYSIA

- Successfully established softscape and hardscape services to ensure all properties are well maintaining.
- Developing, reviewing, and improving the division structure, framework, and policies to ensure efficiency in providing quality service to meet board of directors' requirement.
- Responsible for procurement, including negotiation for tender/contracts to ensure the objective of quality and cost efficiency is achieved with proper control in place.
- Managing 15 general workers for the properties.
- Managing 8 residential landed properties including executing all interior and exterior building maintenance, repair and improvement projects.
- Performing site assessment on all properties and provide recommendations for improvement plan to the board of directors.
- Report directly to board of directors.

FACILITIES MANAGER • THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

September 2011-August 2021
PETALING JAYA, MALAYSIA

- Executing all interior and exterior building maintenance, repair, and improvement projects from inception to completion while maintaining project timeliness and budget.
- Responsible to manage service contracts (air conditioning, mechanical & electrical services, pest control and general cleaning) for all properties involving the pre-qualification of suitable vendors, preparation of tender documents and leading the tender and appointment process.
- Perform routine inspection on a regular basis to all properties to ensure the properties are in-compliance with all relevant acts, building by laws, and local authority requirement.

- Direct and manage performance of more than 30+ external service providers such as landscape, security, electrical, mechanical, cleaning and general contractors.
- Manage and monitor preventative maintenance schedule for HVAC, carpet cleaning, air cond servicing, landscape service.
- Conduct annual inspection to create planned projects for each facility that entailed detailed scopes of work and cost integrity.
- Forecasted annual facilities operation and maintenance budget for 24 facilities.
- Implemented cost conservation on utility efforts for all managed properties which saved the company RM28,614.
- Direct and manage performance appraisal of a department on one person.
- Experience in project management by successfully completed 9 building interior renovations on time and within the budget.

PTP MANAGEMENT TRAINEE/MARKETING EXECUTIVE • FORMOSA PROSONIC GROUP BERHAD June 2010 – August 2011
Klang, Malaysia

- Carry out effective sales & marketing plans set in line with the Company's business strategies to achieve revenue growth.
- Identify and meet new prospects, preparing sales proposals, make presentations and follow up with prospective customers.
- Gained a valuable knowledge and on the job training of the procedure and process of the Purchasing Department.
- Gained a valuable knowledge and on the job training of the procedure and process of Order Processing & Planning Department.
- Managing key accounts such as Panasonic, Samsung, Yamaha and GSTV.
- Constantly provide feedbacks and reports to top management pertaining to sales, project development and pricing.
- Assist seniors in Marketing Department to process marketing activities.
- Interact and maintain close rapport with other relevant HOD / Depts. in course of work.
- Well equipped with ISO 19001:2008 & ISO 14001:2004 knowledge.
- Assist with sourcing and co-coordinating supply of raw and component materials for customers.

INCOME AUDITOR • YTL HOTELS & PROPERTIES SDN BHD January 2010 - June 2010
Kuala Lumpur, Malaysia

- Reviews and verifies the accuracy of revenues reported to the hotels
- Reviews of the work of the F&B and Rooms Night Audit ensuring accuracy of the information as reported. Properly allocates revenues and posts to the appropriate ledger accounts.
- Provide assistance in the closing of books on month end.
- Prepare any daily, weekly, or monthly reports as may be requested by management from time to time.
- Ensure all financial transactions are accurate, to achieve the goals of the hotel and the division.
- Perform any other duties assigned by the Vice President of Finance or Financial/Assistant Controller.

MANAGEMENT TRAINEE ACCOUNTS • YTL HOTELS & PROPERTIES SDN BHD July 2009-December 2009
Kuala Lumpur, Malaysia

- Handling daily accounting matters such as accounting journals, inter-company transaction, bank reconciliation, and other related accounting matters.
- Prepare monthly closing of Accounts Payable/Receivables and generate Supplier Aging Report.
- Prepare monthly or ad hoc cheque, banker's cheque/telegraphic transfer/demand draft form.

EDUCATION

MAJOR: INTERNATIONAL BUSINESS MANAGEMENT • BRIGHAM YOUNG UNIVERSITY HAWAI'I

AUGUST 2005-JUNE 2009

MINOR: HOSPITALITY AND TOURISM MANAGEMENT

Laie, Hawaii

INTERNSHIP TRAINEE • JW MARRIOTT HOTEL

JULY-AUGUST, 2007

Kuala Lumpur, Malaysia

- Worked with over 100 suppliers in handling their accounts and preparing payment.
- Worked on preparing budget and expense analysis for the entire accounting period.

RECIPIENT OF RICHARD & NANCY MARRIOTT ENDOWED SCHOLARSHIP

2005-2009

SKILLS

LANGUAGES

- Fluent in speaking Bahasa Malay, English, Cantonese Chinese, Hokkien (Southern Chinese dialect), with limited Mandarin Chinese ability.
- Proficient user of Microsoft Office, Microsoft Teams,
- ISO9001:2008, ISO14001:2004 Environmental ISO Internal Audit.

VOLUNTARY SERVICE

FULL TIME VOLUNTEER REPRESENTATIVE • THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

2002-2004

- Instructed and trained over 30 other representatives in new skills and methods, thus *Brisbane, Australia* increasing organizations effectiveness by 100% and improving quality of life of local citizens
- Provided intensive, daily training to newly arriving volunteers in skills, culture, and languages thus preparing them for leadership responsibilities