

# DYLAN CHAN

Professional Senior Manager  
in Property & Asset Management



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Kuala Lumpur



<https://www.linkedin.com/in/dylanchan>



## + ABOUT ME

Senior management professional with more than 2 decades of experience in hospitality, healthcare, facilities management and mall management in established International & local MNC organizations.

Exploring challenging senior managerial assignments with a reputed mall to leverage acquired skills in accomplishing organizational growth objectives.

## + PERSONAL DETAILS

### Date of Birth

1<sup>st</sup> January 1976

### Nationality

Malaysian & Singapore PR

### Marital Status

Married

## + EDUCATION

- Universiti Malaya 2004-2007  
Kuala Lumpur  
**MBA**  
1<sup>st</sup> class with distinction (CGPA: 3.81)  
Major in Marketing & International Business
- Universiti Sains Malaysia 1999-2001  
Penang  
**MASTER OF SCIENCE**  
M.Sc. - Mechanical Engineering
- Universiti Sains Malaysia 1996-1999  
Penang  
**BACHELOR OF SCIENCE**  
B.Eng. (Hons) - Mechanical Engineering

## + CORE SKILLS

Integrated Facilities Management

Team Leadership

Workspace Experience

Critical Thinking

Master Service Agreement

Budget and P&L Analysis

Client & Stakeholder Management

Super KPI & SLA compliance

Risk Management, EHS & Compliance

Energy Audit & Savings

Procurement Strategy

Resource & Cost Optimization

Engineering

Operations Excellence

## + WORK EXPERIENCE



- JLL (HSBC Account)  
Kuala Lumpur  
**COUNTRY LEAD, SENIOR DIRECTOR**

NOV 2022 – PRESENT

### **Responsibilities:**

- To manage Malaysia's HSBC Facilities Management account nationwide.
- Control "Country Gross Margin" to achieve good results in P&L & finance performance.
- Ensure the operation is running according to MSA (Master Service Agreement).
- Meet or exceed all Super KPIs and ensure contract requirements are met.
- Manage and build a high-performance FM Team in country through transformational leadership and change management techniques, proactively identify issues
- Build strong relationship with Corporate Real Estate, Retail Network and other stakeholders through communications and seamless reporting.
- Ensure the account is compliant with Health & Safety standard, JLL ethics and regulatory requirements.
- Responsible for the regional contract renewal successfully in 2024 with new business model and with substantial cost savings.

- IOI Properties  
Selangor  
**GENERAL MANAGER**



JUL 2020 – SEPT 2022

### **Responsibilities:**

- Business unit lead for IOI Mall Puchong & responsible for P&L of company.
- Manage IOI Mall and lead the functions of Leasing, Marketing, Design & Fitout, Procurement, Operations, HR and Finance departments.
- Project management for upgrading & refurbishment of mall upgrading, carpark refurbishment and multiple projects.
- Spearhead commercial retail business and tenant management
- Operations & procurement specialist in group companywide (3 malls).

### **Accomplishments:**

- Initiated asset enhancement project and increased NLA of mall by 8,000 sqf and increased revenue by RM300k per annum with a ROI of 18 months.
- Re-arranged fashion category tenants at ground floor by relocating tenants and introduced fresh new fashion brands.
- Proposed and carrying out outdoor alfresco seating area with focus on "drink & dine" experience and to capture new market. 18 tenant lots new concept introduced.
- Studied and proposed major reconfiguration of mini-anchor tenant (low-yield) into a cluster of F&B tenants (better yield of revenue).
- Successfully work closely with tenants on rebates negotiation by closely studying occupancy cost ratio for each tenant during MCO period. Thus, maintain good relationship with tenants.
- Participate in leasing negotiation with key tenants.
- Successfully leased out old Bowling area of 40,000 sqf which was abandoned and unutilized for more than 8 years and negotiated a win-win terms with mini-anchor tenant.
- Did market intelligence study and anticipated close rival's upcoming and therefore proposed multiple upkeep and refurbishment of the mall, namely: i) Open carpark refurbishment with additional 250 bays ii) Rooftop epoxy flooring project & iii) Basement

PU flooring project; therefore, remain relevant as community's preferred neighbourhood mall.

- Proposed 2,800 kWp Solar PV panel project worth RM10Mil with 4 years payback period
  - Introduced, built and launched Recycle centre in the mall for tenants and community in support of Group's sustainability effort. My personal brainchild project.
  - Spearhead Procurement functions of all 3 malls under the Group.
  - Operations & Facilities Advisor for all 3 malls under the Group.
  - Successfully maintain the occupancy of mall at 96% and achieved budget targets.
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- Sime Darby Property  
Kuala Lumpur

APR 2019 – JUN 2020

**VICE PRESIDENT, CENTRE MANAGER**

**Responsibilities:**

- Set up and manage departments like Leasing, Marketing, Operations, Facilities, Fitout, Security, Tenant Relations, HR and Finance prior to rolling out mall opening project.
- Interact with the consultants pertaining to leasing, tenant engagement and fit-out works to ensure seamless mall opening operations.
- Define and ensure compliance to KPIs and target for each department towards mall opening as well as post-opening targets.
- Involved in end-to-end management of assigned projects in compliance to project contractual and other SLA parameters across assigned project phases including acceptance of mall building handover from project and development team.
- Follow up with the retailers and conducted tenant engagement events with adequate coverage in the media to enhance retailer's confidence in the market.
- Focus on enhance awareness of the mall by implementing various PR, social media and A&P campaigns across the target market segment.

**Accomplishments:**

- Functioned as the core member of the mall opening team (KL East Mall, A lifestyle boutique mall with 194 tenants and Net Lettable Area (NLA) of 384,210 square feet), the first mall project of the organization.
  - Successfully led the leasing function and reached more than 85% occupancy by utilizing effective management skill and expertise.
  - Set up the new organization chart for mall team and lead the recruitment of mall's 34 staffs from ground zero and milestone chart with timelines for each department towards mall opening date.
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- Boustead Ikano  
Kuala Lumpur  
**HEAD OF OPERATIONS**



MAY 2015 – MAR 2019

**Responsibilities:**

- Coordinated with the construction and design team in terms of planning of mall conceptual design with the consultants for opening of the mall.
- Managed the mall operations covering functions like facilities, operations, tenancy management, security, safety and car park management.
- Represented the mall in meetings with the Project Director & the Tenant Coordinator team based on project and operational requirements.
- Participated in negotiation of leases pertaining to new and renewals across all categories including Anchors, Mini-anchors, F&B & Leisure.

- Developed rapport with exciting tenants and retail groups for identifying and developing new business opportunities. Prepared, assessed and adjusted financial budgets, systems and processes by evaluating performance against budgets.
- Set up approved procedures and system across all mall functions to ensure smooth co-ordination/co-corporation among various internal departments for enhancing customer satisfaction by rendering superior quality service.
- Finalized SLA & KPIs of the outsourced contractors and assessed performance against checklist for identifying defaults or shortcomings in service level.
- Guided team members in ensuring mall safety and authority compliances based on Ikano's global standard leading to seamless operations.

#### **Accomplishments:**

- Successfully rolled out MyTOWN Shopping Centre anchored by largest IKEA in Malaysia with over 400 tenants and NLA of 1.1 Million square feet.
- Functioned as the member of the senior management team involved in defining and rolling out the mall's DNA and concept.
- Set up the new pre-opening team (68 mall staffs from ground zero) for MyTOWN Shopping Centre and milestone chart with timelines for each department towards mall opening.
- Rolled milestone chart with timelines for each department towards mall opening, 80+ SOPs for mall operations and achieved KPIs towards mall opening.

- Pavilion KL  
Kuala Lumpur  
**GENERAL MANAGER**



FEB 2013 – APR 2015

#### **Responsibilities:**

- Demonstrated transformational leader by successfully managing & enhancing the operations of the mall of over 500 tenants with NLA of 1.61 million square feet covering various departments like Security, EHS, Housekeeping, Engineering, Carpark, Duty Manager, Call Centre, Dock Logistics, Operational Support and Taxi/ Valet Services.
- Coordinated with the multiple departments of the mall including Leasing and Marketing divisions aimed at maintaining seamless operations.
- Participated in mall-wide project SOP reviews, prepared and presented outsourced services contract agreements for the first time in the organization.
- Defined operating policies & procedures and participated in selection of property management system for maintaining seamless operations.

#### **Accomplishments:**

- Enhanced productivity by 25% by defining KPI and measurements for FM services. Simulated and rolled out the mall's first crisis management plan.
- Developed and rolled out flood management program by introducing the state of art flood barrier. Optimized property management system utilization on work order management.
- Set up mall's buggy services & electric scooter patrol units, automated services system (Auto tissue dispenser & Auto sanitary bins) in toilets and recommended enhancement for the new toilet refurbishment project.
- Successfully rolled out mobile CCTV camera units mall wide and reduce crime statistic by 40% mall wide. Accomplished 30% cost savings by acquiring cost effective contracts for various services (e.g.: Cleaning, Pest control, Hygiene, Waste management services etc.)
- Functioned as Assistant Chairman for the EHS Committee and act as a project leader in:
  - Carpark parking guidance system (PGS) & Upgrade parking system server
  - Carpark cashless payment system (TnGo) & Carpark pinhole CCTV cameras
  - Mall mobile application & location-based retail system

- ISS Facility Services  
Kuala Lumpur  
**ACTING GENERAL MANAGER**



FEB 2012 – JAN 2013

**Responsibilities:**

- Spearheaded operations of divisions of Integrated Facilities Management, M&E, Healthcare, Pest Control, Landscape & Cleaning Divisions.
- Catered to Regional International Key Accounts like Citibank, Shell, Hewlett Packard, Foreign Commonwealth Office (British High Commission), Mahindra Satyam Computer Ltd, Barclays and Thomson Reuters.
- Functioned as the Main Lead in Citibank & Barclay's regional key accounts nation-wide contract transition involving SOW (Scope of Work) definition, human resource planning and execution of contract.
- Realigned business strategies based on collated/evaluated market trends and other related factors to optimize operating cost efficiency of all key accounts
- Implemented effective marketing and sales practices as part of improving company brand value in the market.
- Prepared facilities budget, facilities management policies and procedures in coordination with the facility managers.

**Accomplishments:**

- Improved Shell key account scorecard, customer satisfaction (CSI 85%) and avoided the performance penalty leading to savings of 5% of the contract value.
- Played a key role in bidding local integrated facility services contract & winning sizeable contracts such as Mahindra Satyam, Sime Darby Healthcare etc.
- Worked as the healthcare facility services specialist involved in demonstrating state of art technologies to various healthcare players in the industry and established the clean room demo showroom.
- Optimized individual site costs at average 5% by setting up the centralized mobile engineering team.
- Introduced new systems and technologies and reduced headcounts leading to contract continuation and maintain profit during minimum wage cost structure exercise.

- The Nomad Group  
Kuala Lumpur  
**GROUP DIRECTOR OF OPERATIONS**



APR 2010 – FEB 2012

**Responsibilities:**

- Managed operations of group properties like The Nomad Sucasa Hotel, The Nomad Bangsar Service Residence, Tanjung Bungah Beach Hotel Penang, The Novotel Kuala Lumpur City Centre KL, The Nomad Indonesia Jakarta, (Corporate Office) and 23 Lovelane boutique hotel, Penang.
- Coordinated with the property owner in ensuring seamless operations. Conducted audit and property inspections to ensure compliance to SOP and regulations.

- Rendered consultancy to the Group Technical Teams in acquiring new properties for potential business via due-diligence process based on evaluated changing market dynamics and other related factors.
- Enhanced operational efficiency and service quality by rolling out and conducting audit of SOP for all hotels and residences under the Group.

#### **Accomplishments:**

- Acquired annual savings of RM50,000 by consolidating outsourced services for the group, centralizing all technical services for the group and creating a competent engineering & maintenance team.
- Actively involved in implementing property renovation projects like refurbishment of Nomad Sucasa Hotel (RM180,000), The Nomad Bangsar (RM400,000) and conversion of rooms in Novotel, KL (RM 50,000).
- Played a key role in consultancy, planning, conducting pre-opening and managing new heritage boutique hotel in Penang (23 Lovelane, Penang) despite being a maiden project for the Group.

- Assunta Hospital  
Petaling Jaya



APR 2008 – MAR 2010

#### **DIRECTOR OF OPERATIONS**

#### **Responsibilities:**

- Displayed operational excellence by managing the below departments and ensured that they are efficiently and effectively operational:
 

▪ Engineering	▪ General Store	▪ Retail Outlets (Tenancy)
▪ Housekeeping	▪ Purchasing & Receiving	▪ Transportation
▪ Landscape	▪ Security & Surveillance	▪ Fire Safety
▪ Pest control	▪ F&B Kitchen and Dietary	▪ OSH
▪ Linen management	▪ Cafeteria	▪ Risk Management
▪ PABX	▪ Car Park	▪ Tender Committee

#### **Key Accomplishments:**

- Functioned as the main point of contact with the Ministry of Health in renewing Hospital License & in all statutory and regulatory requirements compliance.
- Played a stellar role to revise all contract agreements (new & renewal) hospital wide.
- Made noteworthy contribution by planning & installing variable speed drive in Chiller system which resulted savings of RM335,300 per annum.
- Introduced a dedicated pool of contractors system thus minimize operation disruption and reduce sourcing cost by 50%
- Initiated robust steps and implemented hospital light switching system plan and timer plan that reduced electricity bill cost by 2%.
- Championed efforts to innovate the Patient Fall Sensor via motion sensor device with wireless application connected to the Nursing Call system. This has prevented major



patient fall incidents hospital-wide and increased the customer satisfaction and ensured patient safety.

- Displayed business acumen to effectively renew the Car Park management contract agreement after performing market intelligence where upon negotiation, managed to upgrade the system to proximity card system besides increasing the rental revenue for hospital by RM342,000 per term.
- Merited for introducing the copper tape sensor alarm system thus prevented the theft case which haunted the hospital for many years & eliminated losses of RM50,000 per annum.
- Proficiently initiated and installed the medical fridge alarm system which prevented the vaccine lost incidents due to electrical/ fridge failure, which is a net savings of over RM100,000 per annum.
- Establish the Material Management Committee to solve the quality issue, inventory issues, delivery issues and sourcing methods pertaining purchasing of surgical items and general store items hospital-wide.
- Designed and installed the state of art Doctor's Directory Board.

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- Resorts World Genting  
Genting Highlands  
**ENGINEERING MANAGER**



APR 2001 – MAR 2008

**Responsibilities:**

- Managed the World's largest Hotel's Engineering & Building systems.
- Accept handover of the hotel system from Project & Construction department.
- QIT (Quality Improvement Team) Leader.
- Department Deputy Chairman of OSH (Occupational Safety & Health).
- First World Hotel OSH Secretary & Department ISO 9001: 2000 coordinator.
- Department HACCP (Hazard Analysis & Critical Control Point) coordinator.

**Key Accomplishments:**

- Planned & installed Air Preheater system for Boiler which resulted fuel savings of RM 670,000 per year.
- Led team to innovate with re-engineering solutions & improve process for steam pipe leaking problem which resulted savings of RM17,818 per year and won the gold medal in 2004 regional ICC (Innovative & Creative Convention).
- Led team in improving the lift breakdown and increase customer satisfaction which resulted savings of RM 225,932 per year and won the gold medal in 2005 national ICC convention.
- Established formulas & monitoring system for water production and steam production Resort wide. Benchmark was created to monitor the utility consumption in all the hotels in Resorts World Genting.
- Initiated innovative steam trap system with zero maintenance and 15 years life span system.
- Introduced chemical bio-enzyme system in drainage system to clear blockage and increase staff productivity and reduce breakdown of system.

## + REFERENCES

- **Joakim Hogsander**  
Ikano Pte Ltd  
Centre Manager  
Phone : +60173825391  
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- **Simon Lim**  
ISS Facility Services  
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## + WEBSITES & SOCIAL LINKS

- **Linkedin**  
<https://www.linkedin.com/in/dylanchan>

## + HOBBIES

- Hiking
- Reading
- Conference Speaker

## + AVAILABILITY

- 2 Months' Notice

## + CERTIFICATIONS & AWARDS

- Registered Energy Manager 2021  
**FOR COMPLETING THE ENERGY COMMISSION'S COURSE**
- Resorts World Genting Scholarship 1996  
**FOR PURSUING BACHELOR'S DEGREE IN MECHANICAL ENGINEERING IN USM**
- National ICC (Innovative & Creative Convention) 2005  
Three Star Gold Award  
Team Leader  
**PROJECT: TO SOLVE THE PROBLEM OF LIFT BREAKDOWN & INCREASE CUSTOMER SERVICE**
- Resorts World (Quality Improvement Team) Chairman Trophy 2004  
Champion  
Team Leader  
**PROJECT: TO SOLVE THE PROBLEM OF LIFT BREAKDOWN & INCREASE CUSTOMER SERVICE**
- Regional ICC (Innovative & Creative Convention) 2004  
Gold Award  
Team Leader  
**PROJECT: TO OVERCOME THE PROBLEM OF STEAM LEAKAGE ALONG PIPINGS**
- Certificate of Excellence 1995  
Sek. Men. St.George, Taiping, Perak.  
**HIGH SCHOOL EXCELLENCE AWARD**

## + PUBLICATIONS

- Proceedings of ICAST, UKM, 2000
- IEM Bulletin 2001
- BEM Bulletin 2001
- Bulletin PERANTARA, USM, 2001.  
*K.L.Chan, Z.Husain. M.S.Aris,  
Computer Software Development to Validate the Performance  
of Combined Cycle Power Plant  
(Lumut Power Plant)*



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## + CONFERENCE SPEAKER

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- Asia Retail Technology & Innovations, KL Oct 2019  
Malaysia Retail Tech & Innovation Summit 2019  
*Topic: Technologies & Social Media: In State of Art Shopping Malls*
- Trueventus, Singapore Apr 2016  
6<sup>th</sup> Annual Shopping Malls  
*Topic: Maintaining Safety and Optimum Operating Levels of Lifts & Escalators*
- Marcus Evans, Singapore Jun 2014  
Mixed Use Developments  
Chairperson, Key International Speaker & Panelist  
*Topic: Gaining a competitive advantage by appraising the major factors that make mixed-use development the preferred choice*
- Comfori Sdn Bhd, KL Feb 2014  
4<sup>th</sup> Annual Building Maintenance Conference  
Leveraging Economical Strategies for Facilities Management Sustainability  
Chairperson & Speaker  
*Topic: Understanding the Service Level Agreement to increase Future Business Continuation*

## + COURSES & TRAININGS

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- The 7 Habits of Highly Effective People (Franklin Covey)
- Kepnoe Tregoe: Problem Solving & Decision Making (KT)
- Finance for Non-Finance Executives (Strategic Management Planning & Practices)
- Business Etiquette & Networking (Protocol Academy)
- Email Etiquette for Managers & Executive
- Latest Developments in Land & Property Laws and Land Dealings in Malaysia (Asia Pacific Diligence)
- Successfully Drafting Tenancy Agreements - (Lexis Nexus)
- Mediation, Arbitration & Dispute Resolution (Asia Pac Ctr for Continuing & Professional Development)
- Commercial Mall Leasing & Marketing – (PPKM)
- Mall Security – (PPKM)
- Successfully Negotiating, Drafting & Managing Service Level Agreements (Lexis Nexus)
- Effective Safety & Health Committee (Alpha International)
- Fire Squad Training (Fire Department)
- First Aid at Work (RWB)
- Chemical Health Risk Assessment -CHRA Training (RHM Consultant)
- Pesticide Applicator License holder (DOA)
- 7 New QC & Management Tools (Quality Dynamics Consultancy)
- CRM (Customer Relationship Management) for Executive (RWB)
- ISO & TQM Awareness (Mbsm Manufacturing Consultant)
- Internal Quality Audit (Mbsm Manufacturing Consultant)
- Working at Height (Department of Safety and Health)
- Basic Training, Advanced Course & Leadership Programme (Asiaworks) – LP99 Batch