



Muhammad Safwan Bin Mohd Saidfudin

ABOUT ME

Facility Management professional with experience in workplace operations, soft services, and hospitality-focused facilities across premium residential, co-living, co-working, short-stay, hotel, and healthcare environments. Experienced in coordinating daily operations, vendor and contractor management, customer experience, and property administration while ensuring compliance with operational standards and service excellence. Proven ability to lead multicultural teams, manage stakeholder relationships, and deliver efficient, resident-centric and guest-centric workplace experiences in fast-paced environments.

WORK EXPERIENCE

Building Executive

JL Facility Management (East Residence @ KLGCC)

Feb 2026 – Present

- Administer daily Property Management Office (PMO) operations in compliance with the Strata Management Act 2013 (SMA 2013), House Rules, and statutory requirements.
- Manage the end-to-end billing cycle for Service Charges, Sinking Fund, utilities, renovation deposits/refunds, and coordinate with Finance to improve collection efficiency and cash flow.
- Supervise outsourced contractors including Security, Cleaning, and Landscaping while monitoring service performance and SLA compliance.
- Coordinate preventive and corrective maintenance activities through JagaApps, ensuring timely resolution of building defects and resident complaints.
- Act as the primary liaison between residents, tenants, JMB/MC, contractors, and internal departments to deliver high-quality property management services.
- Monitor procurement of maintenance materials, spare parts, and building supplies to support operational continuity.
- Maintain statutory notices, SOPs, resident handbooks, and compliance documentation in accordance with property management regulations.

Facilities Executive / Facilities Coordinator

Wahat Al Saeh (Makkah Al-Mukarramah, Kingdom of Saudi Arabia) | Dec 2022 – Dec 2025

- Promoted from Facility Administrator (2022) to Facilities Coordinator (2023) and subsequently Facilities Executive (2024) based on performance and expanded operational responsibilities.
- Managed facilities operations for premium hospitality developments valued at over RM2.2 billion, supporting hotel and mixed-use property projects in Makkah.
- Supervised 40+ operations, housekeeping, and maintenance personnel, ensuring operational efficiency and service quality.
- Planned workforce schedules, coordinated technical maintenance activities, and monitored preventive maintenance for HVAC systems including AHU and Split Unit Air Conditioning.
- Conducted routine room inspections and facility audits to maintain cleanliness, safety, asset preservation, and customer satisfaction standards.
- Managed contractor and supplier coordination while serving as the central liaison between internal departments and external stakeholders.
- Identified staff competency gaps, coordinated technical and customer service training programmes, and monitored workforce performance.
- Successfully secured a 3-year commercial contract with Hajj and Umrah travel operators through business development initiatives.
- Assisted project feasibility studies through budgeting, pricing analysis, ROI, NPV, cash flow projections, and investment evaluations for hospitality developments.
- Supported stakeholder consultations, regulatory compliance (QIWA & MISA), and client reporting for project planning and operational readiness.

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📍 Shah Alam, Selangor, Malaysia

CORE COMPETENCIES

- Property & Facilities Management
- Soft FM Operations & Vendor SLA Management
- Building Operations & Maintenance Coordination
- Property Management Systems (JagaApps, Maximo, CSS, E-Maintenance)
- Preventive & Corrective Maintenance
- Budgeting, Billing & Revenue Administration
- Contractor & Vendor Performance Management
- Team Leadership & Staff Supervision
- Stakeholder & Resident Relationship Management
- Regulatory Compliance (SMA 2013, House Rules & SOP)
- Customer Service Excellence
- Microsoft Office (Excel, Word, PowerPoint)

PERSONAL TRAITS

- Adaptable & Proactive
- Customer-Focused
- Detail-Oriented
- Strong Team Player
- Problem Solver
- Professional & Reliable

EDUCATION

Professional Diploma in Facility Management (Level 5)

UTMSPACE | Awarded by London Examinations Board (LEB) | 2024

- Specialized in Facilities Management, Property Operations, Building Maintenance, Asset Management, Health & Safety, and Building Services.

Diploma in Bakery & Pastry (Level 2 NVQ – First Class Honours)

Warnborough College, London | London Examinations Board (LEB) 2021

- Graduated with First Class distinction under the National Vocational Qualification (NVQ) framework.

Certificate in Culinary Arts (SKM Level 3)

Langkawi Tourism Academy (KKLK) in collaboration with Taylor's University 2019

- Completed the Malaysian Skills Certificate (Sijil Kemahiran Malaysia - SKM) Level 3 in Culinary Arts.

REFERENCES

Mr. Edward Gan

Area Manager
JL Facility Management
Email: msafwan.said@gmail.com
Phone: Available upon request

Ms. Azimah Ismail

Manager, Infection Control
Department
Sunway Medical Centre
Email: msafwan.said@gmail.com
Phone: Available upon request

Triage Officer & Customer Service Assistant (Non-Medical Crew)

MKN Special Programme (COVID-19 Deployment) – Sunway Medical Centre & HCO BP Healthcare

Jun 2021 – May 2022

- Coordinated entrance screening and triage operations in collaboration with the Infection Control Department and national health authorities.
- Enforced COVID-19 SOP compliance by managing patient flow, crowd control, and infection prevention measures.
- Supported vaccination centre operations, patient observation, and administrative coordination during high-volume public health programmes.
- Maintained accurate operational records and reports using Microsoft Excel and internal healthcare systems.
- Delivered efficient customer service while ensuring compliance with healthcare safety protocols and operational procedures.

KEY ACHIEVEMENTS

- Led and supervised a multicultural workforce of 40+ operations, housekeeping, and maintenance personnel in Makkah, Saudi Arabia, consistently maintaining premium hospitality, safety, and operational standards during peak Hajj and Umrah seasons.
- Successfully managed third-party service providers (Security, Cleaning, and Landscaping) at East Residence @ KLGCC, improving maintenance response time and defect resolution through effective use of JagaApps.
- Secured a 3-year commercial contract with Hajj and Umrah travel operators, contributing to business growth and long-term revenue generation during my tenure at Wahat Al Saeh.
- Supported feasibility studies and project evaluations exceeding RM2.2 billion through budgeting, cash flow analysis, ROI/NPV assessments, and stakeholder coordination for hospitality developments in Saudi Arabia.
- Appointed under the National Security Council (MKN) COVID-19 Special Programme to coordinate entrance triage, patient flow, and infection control operations at Sunway Medical Centre during a national public health emergency.