

ENGR. JESTER VEIL L. DELOS SANTOS



PROFILE

Driven Mechanical Engineer with extensive experience in property management, seeking a challenging position as a Property Manager (Residential) to utilize my expertise in safety and security, customer service, regulatory compliance, energy management, facilities engineering, financial management, and administrative leadership to ensure the optimal functioning and growth of the property.

CONTACT



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B41 L11 Asia 1, Canlubang
Calamba City, Laguna

SKILLS

- Project Management
- Customer Service
- Leadership and People Development
- Presentation Skills
- Communication Skills (Oral and Written)
- Public Speaking
- Microsoft Office Applications

EDUCATION

SECONDARY SCHOOL

Bued National High School

2005 - 2009

BACHELOR OF SCIENCE IN MECHANICAL ENGINEERING

Saint Louis University

2009 - 2017

EDUCATION

Date of Birth: August 14, 1993

Age: 29 years old

Gender: Male

Nationality: Filipino

Civil Status: Married

AREA OF INTEREST

- Fabrication
- Technical Maintenance
- Research and Development
- Manufacturing Plant
- Power Plant Design or Operation
- HVAC Design for buildings
- Fire Protection Design for buildings

PRE-PROFESSIONAL EXPERIENCE

On The Job Training as Mechanic Automotive Technician
Toyota Bauang, La union
June-August 2014

EXPERIENCE

PROPERTY MANAGER

Ayala Property Management Corporation

2021 - Present

- **Safety and Security Excellence:** Conducted regular inspections of common areas, facilities, equipment rooms, and occupied spaces to guarantee compliance with safety standards and promptly addressed any issues highlighted in security reports. Implemented emergency preparedness programs and fire safety initiatives, ensuring the safety and security of property occupants and assets against internal and external risks.
- **Customer Service Excellence:** Developed and implemented a customer service program based on industry best practices, resulting in high levels of customer satisfaction. Recorded, tracked, and resolved customer concerns and requests, providing timely feedback and updates to residents. Organized community events and maintained clean and well-kept customer touchpoints to enhance residents' experience.
- **Regulatory Compliance:** Demonstrated expertise in ensuring compliance with all legal and regulatory requirements related to the property. Kept track of contract and permit expirations, renewing them ahead of deadlines. Attended training sessions to become a certified Pollution Control Officer (PCO) and Occupational Safety and Health (OSH) practitioner, effectively performing related responsibilities.
- **Energy Management and Facilities Maintenance:** Spearheaded energy conservation programs and analyzed the property's energy profile to identify areas for improvement. Developed and recommended energy conservation projects to the Corporate Energy Team, securing budget approval and successfully completing approved projects. Ensured strict regulatory compliance for energy-related laws and conducted regular preventive maintenance of major energy-intensive equipment.
- **Engineering and Development Control:** Orchestrated daily coordination meetings and inspections with service provider supervisors to promptly address residents' concerns. Ensured proper equipment maintenance and adherence to construction guidelines during fit-out works to prevent violations. Coordinated with technical maintenance personnel for necessary repairs and maintenance activities, driving the property's efficient operation.
- **Financial Management:** Prepared operating and capital expenditure budgets for approval, diligently monitoring income and expenses to stay within budget. Proposed cost reduction initiatives, such as energy and water conservation programs, manpower rationalization, and sustainability measures, to enhance financial health. Ensured accurate and timely billing and collection processes, while strictly adhering to financial standards and controls.
- **Administrative Leadership:** Established efficient records management practices and maintained Governance documents securely. Disseminated information to residents through circulars/memos, posting reminders on commonly violated rules. Supervised contracted services for security, janitorial/housekeeping, technical repairs, pest control, waterproofing, fire safety, and waste disposal, ensuring high-quality services.
- **Corporate Responsibilities:** Implemented corporate standards and policies, ensuring EnMS implementation in the property. Collected and validated EnMS energy data, recommended innovative measures to enhance property efficiency.

PROPERTY ENGINEER

Ayala Greenfield Estate

2017 - 2021

- **Development and Construction Management:** Led the start-up phase of the property, ensuring a seamless transition from construction to operational stage. Collaborated with the Technical Group to facilitate a thorough facilities turnover and prepared all customer touchpoint areas based on Key Branding Elements, ensuring a ready-to-accept-residents status. **Infrastructure and**
- **Facilities Maintenance:** Developed and presented annual operations budgets for infrastructure maintenance, securing approval from the Principal. Diligently managed the property's safety and security procedures, monitoring potential physical harm and hazardous chemicals. Regularly reported on the property's development progress to the Principal and promptly addressed any developments in the surrounding area.