

NGO VINH YEN

Professional Trainer



Summary

- ✓ BA in English Language Department (Hue university);
- ✓ Business Administration certificates in Financial Banking, Marketing and Social Economy;
- ✓ Professional Patterns of Leadership certified Trainer by KinderBrothers International;
- ✓ ABC (Awareness Before Change);
- ✓ Professional presentation and Train The Trainers certificates;
- ✓ 360 degree Leadership by John C. Maxell.

Experience

- ✓ Head of Agency Training, Head of Alternative Distribution Training in Dai-ichi Vietnam,
- ✓ Head of Distribution Training & Quality Control in Generali Vietnam;
- ✓ Head of Training in Hanwha (Korea Life), Phu Hung Life;
- ✓ Professional Trainer in the industries of Insurance, Banking and Finance, such as: Prudential, Manulife, Bao Việt, Vietcombank, Vietinbank, AgriBank, SHB, Kien Long Bank;
- ✓ Training Director & member of Board of Management of SALT Training JSC, partnership with organisations to train & coach different skills including communication, sales, customer services, leaderships;
- ✓ Founder, Manager and Training Director for KFC Vietnam;
- ✓ Vice Principle cum English teacher in Follow-Me English Center.

Experience

With more than 25-year experience, he is a Professional Trainer expertise in training, coaching and human developing in Sales, Services, Management & Leaders.

Experience in teaching & training various topic, including:

- ✓ Leadership & Management soft skills for high, and middle levels of management (all topics: Strategy, Planning, Recruiting, Training, Organizing, Supervising, Coaching, Monitoring, Motivating, Directing, Delegating, Teamworking skills);
- ✓ Sales skills (Need based selling skills full process);
- ✓ Effective Communication skills;
- ✓ Quality Service skills (both Internal & External modules);
- ✓ High Impact Presentation skills;
- ✓ Train The Trainers;