

## TRAINER PROFILE

## VO HONG LINH

### PERSONAL DETAILS



Gender: Male  
Date of birth: 17<sup>th</sup> September 1971  
Place of birth: Binh Dinh  
Province/Vietnam  
Nationality: Vietnamese  
Languages: Vietnamese  
English

### ACADEMIC RECORD

2008 Master Of Quality Management Solvey University  
2005 - 2007 LOMA ( Life Office Management Association )  
2005 - 2007 Pru-University ( Prudential Corporation Asia )  
2006 TTT ( Train The Trainer )  
2006 PPM ( Pattner Professional Managerment )  
2005 ABC ( Attitude Before the Change)  
1993 - 1997 Business Administration Economic  
( Ha Noi Open University )

### PROFESSIONAL RECORD

At present Professional Trainer - VAPT  
May 2008 to date Vice - Director  
**Viet Intelligence Training & Consulting Co., LTD**  
Jan 2009 - Nov 2009 Region Development Manager  
**Vinatrust Investment Joint Stock Co**  
May 2007 - Dec 2008 Credit Relationship Officer  
**Prudential VietNam Finance Co.,LTD**  
July 2005 - May 2007 Trainer / Regional Development  
Agency Development,  
**Prudential Vietnam Assurance Plc**  
Nov 2003 - July 2005 Unit Manager  
**Prudential Vietnam Assurance Plc**

## TRAINING EXPERIENCE

Customer Care	Communication & Interpersonal Skill	Solving problem & Decision Making	Customer Care
Personal Selling Skills and Sales Management	Presentation Skill	Call centre Customer Skill	Personal Selling Skills and Sales Management
Training & Development your staff	Team Building	Motivation Skill	Training & Development your staff
The interpersonal Side of Conflict	Quality Service Control	Set up successful Team-Building Tools	The interpersonal Side of Conflict
Credit Underwriting Workflow	Organisational Culture & Leadership	Set Up Workflow	Credit Underwriting Workflow
Train The Trainer	Collection Skill	Negotiation	Train The Trainer

## TRAINED COMPANIES

ACB Bank	Nagoya Co.,LTD	Phuong Nam Bookstore	Prudential Insurance
Alcon	Samsung Vina	Golden Bell Co.,LTD	FPT Co.,LTD
Techcom Bank	Vinatrust	Vimax	Noni
Eden Real	CS Wind	Japfa	TQ Design
Mead Johnson	Quang Đức Co.,LTD	AON Viet Nam	FPT Telecom
Volkswagen Viet Nam	SCB	Dalat Toserco	CP Group