

TRAINER PROFILE

DIEP MINH NGHI

PERSONAL DETAILS



Gender: Male
Nationality: Vietnamese
Languages: Vietnamese
English
Chinese (Mandarin)

EDUCATION

1995 - 1999	Department of Chinese Language and literature Ho Chi Minh City University of Education, receiving the degree of Bachelor in 1999.
1997 - 1998	Finished the one-year course at China, Guilin - GuangXi Normal University.
1998 - 1999	Finished the haft-year course at China, Guilin-GuangXi Normal University.
Year 1998	Chinese Proficiency Test (HSK), obtaining grade A at the Intermediate level. Pass Psychology and Sociology Cram Class.
Year 2000	SL company ltd.'s Marketing Manager special training course.
Year 2002	Certificate of Achievement. Completed The Induction Program in BaoMinh CMG. Life Insurance Company. (Technical Training & Selling Skills - Train the Trainer Orientation).
Year 2002	Certificate of Completion. The Career Development Program.
Year 2003	Completed Sales Management Diploma of LIMRA International (Life Insurance Management Research Agency - Windsor Connecticut, USA). Completed Effective Teamwork Skills training course of AIG Staff Training & Development Department. (General Staff Development Program Series). Completed Project Management Basics training course of AIG Staff Training & Development Department. (Managerial Development Program Series).
2008 to Date	Senior Trainer of TalentLink: Instructor of CBP programs (Certified Business Professional of IBTA-USA). CBP Customer Services, CBP Sales, CBP Business

Communication...and non-CBP programs: HR Management Program, Presentation Skill, Effective Communication Skill, Time Management, Teamwork, HR Learning & Development, Professional Image, Dining Etiquette, ...

Training Needs Analysis & Provided Training Services.

TRAINING EXPERIENCE

- 1999 - 2000 Translator & filling as a part-time job for Vietnam VIET AN Co. Ltd, in Tianjin & Beijing, China.
- Year 2000 Translator, Business Department & Sales Coordinator of SL Co.Ltd.
- 2000 - 2001 AIA Vietnam (Vietnam American International Assurance Co.Ltd) DRAGON Agency's Business Development Consultant.
- 2001 - 2002 Ho Chi Minh City Normal University Foreign Language Center's Chinese teacher.
- Year 2002 Bien Hoa City - Dong Nai Prov. Taiwan CHIMEI Stocking Co. Ltd, Translator - Assistant to GM.
- 2002 - 2004 Sales Team Manager (Branch Manager), BaoMinh CMG Life Insurance Co.Ltd, in charge of Dong Nai Province.
- 2004 - 2007 AIA Vietnam Bancassurance Dept. - Relationship Manager, Train and coach the Bank staff (HSBC, BIDV, ICB...) to sell life insurance; Shared the job of designing Bancassurance training materials).

AIA Vietnam (Vietnam American International Assurance Co.Ltd) Agency Training & Development Department as a Senior Trainer (Trained the Life Insurance Agents, designed and developed new training programs).
- 2007 - 2008 A Marco Polo Hotels - 5* Omni Saigon Hotel - Training Manager
- 2008 - 2009 5* Moevenpick Hotel Saigon - Learning & Development Manager (Works in harmony with all staff and supervisors, implementation of operational standards. Conduct Hotel Core Training Programs, Soft Skills Training, Managing Departmental Training, Follow-up Outsourcing Training, Incharge Hotel's HR Activities, Planning and reporting to Head Office ...)
- 2008 to Date Senior Trainer of TalentLink
- 2010 - 2014 Training Manager of Phu Quy Corporation, Training Manager of PQC Hospitality, GM of PQC Academy.

- 2014 to Date Film Production Manager of Skyline Media VietNam.
- At Present Professional Trainer of VAPT

TRAINING FIELDS

- Professional Customer Service Skills
- Train The Trainer
- Presentation Skills
- Effective Negotiation Skills
- Professional Selling Skills
- Sales Force Management
- Direct Marketing Management
- Effective Problem Solving & Decision Making Skills
- Business Etiquette
- Leadership & Supervision skills
- Teamwork
- Negotiation Skills
- Management Skills
- Teamwork/Effective working in Team
- Business Etiquette
- Effective Communication Skills
- Time Management Skills
- Motivation Skills
- Email & Telephone Etiquette
- Essential Mentoring & Coaching
- Personal Branding
- Professional Image
- Hospitality Knowledge & Skills
- Dining Etiquette/Table Manners
- The Spirit of Hospitality
- Services Mindset
- Effective Working Skills

TRAINED COMPANIES

- For nearly 20 years' experience in training soft skills, Josh. Diep Minh Nghi has successfully delivered many training programs to clients who are from different industries such as Insurance, Hospitality, Banking, Airlines, Education, Marketing, Food & Beverage, Real Estate, Human & Resources, Restaurants, Hotels, Finance, Services, Petroleum, Pharmaceuticals, Distribution, Retailing, Production, Electronics Distribution, Logistics, Telecommunications etc. Moreover, valuable experience of working and training for big companies also sharpen his training skills and broaden his knowledge.

- His exposure to different organizational cultures really makes him a knowledgeable and experienced trainer. Participants evaluated him as an enthusiastic experienced trainer who inspired, gave them a lot of experiences as well as changed their mindset towards training to do it in a better and creative way.
- Many regional organizations that Josh has supported with his training are:

AIA VIETNAM	BAO MINH CMG	P&G	THP GROUP
SONION	VDC	FPT	SAIGON POSTEL TELECOM
VIET THAI GROUP	UOB	AMERICAN STANDARD	PROMA GROUP
CATHAY LIFE	GOLDEN FOODS	TINH VÂN CORP	MEKONG HOUSING BANK
UNI-PRESIDENT	ĐẤT XANH	HABUBANK	SAGS (SAIGON GROUND SERVICES)
SAVILLS VN	SHELL	ORANA	SAIGON COMMERCIAL BANK
ACER	PVI DRILLING	CNG	FAIRFIELD VN
VIETGAME	POSCO E&C	TARA	POSCO E&C
ME LINH POINT	PVOIL	APL	UEF
SBJ	CAPITALAND	VAS	VUS
JOHNSON SC	PV TRANS PCT	PV GASD	mitsui
EXIMBANK	JETSTAR PACIFIC AIRLINES	PETROSETCO E&C	ÂU VIỆT
ME CORP	HOÀNG ANH	PHU LONG REAL ESTATE	GREEN VET
APOLLO EC	DAIKIN VN	APOLLO ENGLISH CENTER	M.O.L
BEHN MEYER	PEPPERL + FUCHS	SM@RTCOM	HYOSUNG VIETNAM
DETMOLD PAKAGING	APOLLO 360	MERCK VIETNAM	DKSH
TRB CHEMEDICA	NETNAM	BEN THANH TOURIST	HOA SEN UNIVERSITY

NGUYEN TAT THANH UNIVERSITY	UNISTAR EDUCATION	VIETNAM ESPORTS	QUINTITLES VIETNAM
DIGIWORLD	DAIKIN VIETNAM	WHITE PALACE	EASTIN GRAND SAIGON
MELISA WEDDING & CONVENTION CENTER	TÔN HOA SEN GROUP	KINH DO MONDELEZ	KANGAROO GROUP
MOBIFONE	POUYUEN VIETNAM	SAMIGUEL PURE FOODS	BEN THANH TSC
VTC MOBILE GAME	ODYSSEA HOSPITALITY	VIETNAM AIRLINES	TAKAKO VN
VINAMILK	GAMELOFT STUDIO 1	SACOMREAL	ĐƯỜNG ĐẠI
VEDAN	THAMICO	ISCHOOL	SACOMREAL-S
CISCO VIETNAM	ONTIME LOGISTICS	VIETJET AIR	RMIT
VICTORIA ENGLISH CENTER	EUROWINDOW	MT CORP	AES – VCM MÔNG DƯƠNG
PRUDENTIAL VIETNAM	AVIA MANAGEMENT	METROPOLE WEDDING & CONVENTION CENTER	GALA CENTER
LIBERTY QUE HUONG	TODD'S REALTY	PNJ	VMG GROUP
FPT SERVICES	FPT SOFTWARE	FIPHARMCO	HÒA BÌNH CORPORATION
TỔNG CÔNG TY BẢO HIỂM PVI	NEST BY AIA	ĐẤT XANH MIỀN NAM	MATEC
EUROFINS	FPT TRADING GROUP	HDBANK	APAX ENGLISH
AMA ENGLISH	DỆT MAY THÀNH CÔNG	METDRONIC	RED SUN GROUP
MOBIFONE 9	GAMUDA LAND	PHU MY HUNG	FLAMINGO GROUP
HANDIRESCO	LDG	PVI ASSET MANAGEMENT	GAMELOFT STUDIO 2
U&I	OPPO VIETNAM	TÂN CẢNG HCM	SMC
INSEE VIETNAM	GAMELOFT STUDIO HANOI	VNTT	OPEC PLASTICS
HSBC	FPT SYNEX	TÂN CẢNG HẢI PHÒNG	OTSUKA THANG (POCARI SWEAT)

COTECCONS	TERUMO BCT	AJINOMOTO VIETNAM	GAMUDA GARDENS
SAMSUNG	CITI BANK	ABB	

