

## TRAINER PROFILE

## LE THI KIM OANH

### PERSONAL DETAILS



Gender: Female  
Date of birth: 7<sup>th</sup> December 1974  
Place of birth: Tien Giang Province  
Nationality: Vietnamese  
Languages: Vietnamese  
English

### ACADEMIC RECORD

2009	MBMM (Master of Business and Marketing Management) Solvay Business School – Belgium Certificate of Real Estate Underwriting
2007	Certificate of Train The Trainer (Apollo)
2006	Associate, Customer Service certified by Life Management Association (USA)
2006	Associate, Life Management Institute certified by Life Officer Management Association (USA)
2005	Fundamentals of Life and Health Insurance - Level I - LOMA 280 & 290 certified by Life Office Management Association (USA)
2005	Certificate in Tactical Influencing to Win
2005	Certificate in Charismatic Presenter Training - NLP (Neuro Linguistic Program)
2004	Certificate of Trainer Certification Program (Prudential)
2003	Certificate in Consulting Skills
2002	Certificate in Negotiation Skills
2001	Certificate in Awareness Before Change
1996	B.A, Open University, English Faculty

### PROFESSIONAL RECORD

At present	Professional Trainer - VAPT Agency Training Head Nationwide - ACE Life VN
2008	Training Manager (Sacomreal)

2007 Apollo Professional Development Trainer

2001 to date Director of the Kindergarten School

2001-2007 Senior Trainer of Prudential, Team – leader of Sales Trainers, Coordinator of Tiger Trainers  
Nationwide Planning & Trainer

1998 - 2000 Agency Trainer, Manulife Life Insurance Co.  
Customer Service Supervisor, Manulife Insurance Co.

1996 - 1997 Sales Manager, Kiss Me Cosmetics (Japan)

## TRAINING EXPERIENCES

Customer Care	Effective Selling Skills	Communication and Interpersonal Skills	Advanced Sales Management
Tele - Marketing	Public Speaking	Customer care by telephone	Motivational & Leadership Skills
Pattern of Professional Management	Trainer Certification (TTT)	Charismatic Presentation Skills	Conflict Resolution in the Work place
Effective Meeting	Motivational Training	Effective Time Management	Telephone Skills
Coaching & Motivation Techniques	Team building	Supervisory Skills	Agency Recruiting skills
Thinking & Planning	Entrepreneurial Skills	Problem solving and decisions Making	Advanced CS management
Trainer The Trainer	Management of Behavior & Change	Profitable Sales Management	Effective working
Strategic Marketing	Negotiation skills	Essential Management skills	Marketing

## TRAINED COMPANIES

Isuzu (Sales Directors, Managers of North, Central & South)	Prudential Life ( sales forces, Branch Manager, Unit Managers)	Suzuki (Sales Directors, Managers of North, Central & South)	Vietcombank (Management Team)
Clipsal (Managers)	Easy Dream (sales forces, staff, supervisory)	Apollo ( staff, Sup, Management Team)	Pacific Airlines (Staff, Managers, Supervisors)
Dong A Bank (Management Team of North, Central & South)	Megastar (Staff, Sup, Managers)	Prudential Finance (Sales forces, sales Managers)	Petro Vietnam Drilling (Managers, Directors)
Public classes	TNT Express (Staff, Sales forces, Sup)	Students (diploma of business administration)	Exotissimo (Tourist, France) (Management Team)
Maersk (Shipping Co.,) (Management Team)	Nokia (Management Team)	Bistol Meyer Squibb (Pharmacy Co.,) (Management Team)	Cimigo
Duxton Hotel	Scavi	ACE Life VN	H.R.2B
HongKong Bank (HSBC)	AIG Insurance	Procter & Gamble	Roche (Pharmaceuticals)
achovia Bank	Astrazenca VietNam	Jaccar	Jassen - Cilag