

TRAINER PROFILE

TRAN THANH PHUONG NGHI

PERSONAL DETAILS



Gander: Female
Nationality: Vietnamese
Language: Vietnamese

ACADEMIC RECORD

- **BA in Finance and Banking** - HCMC University of Economics
- **BA in Educational Psychology** - HCMC College of Social Sciences and Humanities

PRIZE

- **Second Prize Winner of MTC Expert Challenge 2011**, hosted by MTC Expert Institute in collaboration with d'Oz International Singapore and Excellence Edge International Singapore, aimed to search and develop professional speakers.
- **Most Voted Prize Winner** of MTC Expert Challenge 2011.

WORK EXPERIENCE

15 years of experiences in training and an expert in customer psychology. Her experiences and expertise create “can do” spirit and acting to bring about breakthroughs in their work and life.

TOPICS OF EXCELLENCE:

- Customer Service: Communication for service, Service Mindset, Understanding

- Consultant Selling skills: First impression, 7 effective ways to close deals, 7 steps in sale cycle...
- Psychology: Customer Psychology, Buying Sentiment, NLP in selling Psychology

TRAINED COMPANIES

Agribank	Vietinbank	BIDV bank	ACB
MB bank	Sacombank	Teckcombank	Việt Nam Airlines
MPDF	BAT	Vietcombank	Sai Gon Tiep Thi Newspaper
Nestle	Johnson & Johnson	Roche	Mobifone
Bridgestone	Coats Phong Phu	Khách sạn Caravenlle	FPT