

# Lam Nguyen Tuan Phuong

# Sr. Coach & Facilitator

#### SUMMARY

Mr. Lam Nguyen Tuan Phuong is an expert in the field of training with over 18 years of experience working in large domestic and foreign companies and corporations; in Sales, Sales Management, Learning & Organization Development, Human Resources at many multinational companies in Fast Moving Consumer Goods (FMCG), Pharmaceutical, Insurance, Banking, also Training Consulting service fields.

### PROFESSIONAL EXPERIENCE

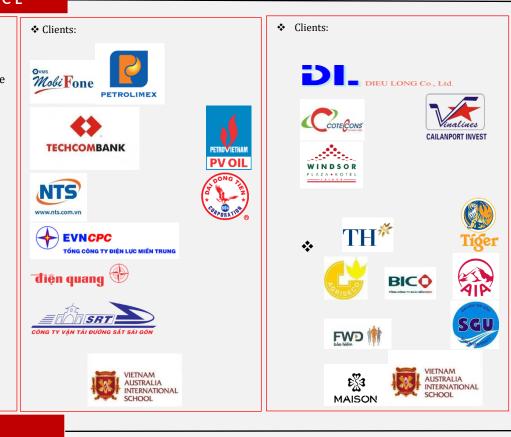
- **4** Teka Service & Display Center:
- AIA Vietnam Insurance Company :
- 🖊 🛛 Dong Tam Group:
- PQC Group:
- TTC Group:
- FWD Vietnam Life Insurance Company:
- Manulife Insurance Company:

TRAINING EXPERIENCE

- 🗍 Train The Trainer
- Effective communication skills
- **4** Table Etiquette (Table Etiquette)
- **4** Build a professional image and style
- Professional presentation skills
- Consulting sales skills
- Customer care skills
- Coaching & Mentoring Skills
- Conflict management skills
- Problem-solving skills
- Negotiation skills
- Team building
- Management skills for middle managers
- Art of leadership

Senior Trainer. Director of Training & Development Director of Training & Development Director of Training & Development. Training Manager Training Manager

Sales Director



## EDUCATION

- Master of Business Administration granted by Open University Malaysia
- Certificate of Training Director issued by TUV (Germany)
- 4 Certificate of Human Resources Director issued by the International Institute of Management
- Lertificate of Senior Management issued by University of Economics Ho Chi Minh City
- 🖊 Professional Certificate of Pedagogy issued by Hanoi National University of Education
- ↓ Certificate of Business Psychologist issued by Viet Soul Center
- Mind Coach certificate issued by ICF