



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

- ✚ Teka Service & Display Center: Sales Director
- ✚ AIA Vietnam Insurance Company : Senior Trainer.
- ✚ Dong Tam Group: Director of Training & Development
- ✚ PQC Group: Director of Training & Development
- ✚ TTC Group: Director of Training & Development.
- ✚ FWD Vietnam Life Insurance Company: Training Manager
- ✚ Manulife Insurance Company: Training Manager

TRAINING EXPERIENCE

- ✚ Train The Trainer
- ✚ Effective communication skills
- ✚ Table Etiquette (Table Etiquette)
- ✚ 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

❖ Clients:



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EDUCATION

- ✚ Master of Business Administration – granted by Open University Malaysia
- ✚ Certificate of Training Director – issued by TUV (Germany)
- ✚ Certificate of Human Resources Director - issued by the International Institute of Management
- ✚ Certificate 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