



# Tran Cat Van

## Sr. Coach & Facilitator

### SUMMARY

Tran Cat Van, currently in the position of Regional Manager, Talent & Learning Development, has 15 years' working experience in multinational companies managing and implementing training, learning and development strategy and programs in various industries: Pharmaceuticals (Healthcare) Consumer Goods (FMCG), Technology (machinery), Performance Materials (chemicals), Logistics, warehousing, Supply Chain, Textile manufacturing, B2B / B2C business models.

### PROFESSIONAL EXPERIENCE

- ✚ Practitioner, Corporate training management and 70-20-10 learning transfer
- ✚ Senior Manager, Learning & Development – DKSH Vietnam
- ✚ Regional Talent & Learning Manager – Coats Vietnam
- ✚ Lecturer in HRM – T&D, Lotus University HCMC
- ✚ Teacher of Business English – Vietnam USA Society (VUS - ETSC)
- ✚ Business translation-interpretation professional and Master of Ceremony

### TRAINING EXPERIENCE

- Self-Leadership and Situational Leadership II Ken Blanchard
- Performance Management, KPI setting and tracking for all employees
- Train the Trainer Facilitation Skills
- Coaching and Mentoring for Breakthrough Success
- Business Compelling Presentation Skills in Practice
- Influential Leadership and Management Skills
- Selling skills, Up-selling, Cross-selling
- In-field Coaching skills, Coach-the-Coach
- The 8 Secrets to Influential Selling Success by the Jewish (Dr. Persuasion – Dr. Yaniv Zaid)
- WOW Customer Service and Telephone Etiquettes for Call Center agents
- Tele sales & services for Outbound Call Center
- Service Mind and Professional Image for Transportation and Delivery Teams
- Critical Thinking, Logical Thinking Skills for nation-wide Commercial Team Honda Vietnam

- 70-20-10 learning transfer effectiveness
- Customer Account Management (CAM)
- Stakeholder Relationship Management (SRM)
- Project Management in Practice
- Influential Communication Skills
- Interview and Selection for Hiring Managers
- Logical, Critical and Creative Thinking
- Planning, Organizing and Time Management Soft Skills
- Collaborative Negotiation Fundamentals
- Problem Solving & Decision Making Skills
- Corporate Training Quality Management and Soft Skills
- Corporate English skills enhancement programs (business English writing skills, Email English, English conversation club, English buddy)
- Activity-based Collaboration and Team Building and Motivation

- Telecommunication and Tele-sales skills for Outbound Call Center – 120 agents DKSH and Abbott Pharmacy Sales channel
- Tele-selling skills for Outbound Call Center – 50 agents DKSH Consumer Goods
- Sales Presentation on phone – 50 tele-sales agents GSK
- Tele-sales skills – 100 agents FE Credit
- Selling skills training programs for >1,000 salespersons from DKSH, BMS, Atellas, J&J, Dược Bến Tre (Bepharco), Cty cổ phần Sách & Dịch vụ Long An (Laboco), Minh Long 1, APL Logistics.

### 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

- ✚ International Executive MBA degree (EMBA, AIT)
- ✚ BA degree in Business English (BA, HOU)
- ✚ Return on Investment (ROI) Masterclass Certificate
- ✚ Certified Coaching and Mentoring Professional (CCMP)
- ✚ Certified Training Professional (CTP)
- ✚ Certified Trainer – South East Asia Center Thailand (SEAC)
- ✚ Master trainer Leadership, Management, Soft skills – DKSH Academy
- ✚ Master trainer Selling skills, In-field Coaching & Sales Performance Management
- ✚ Certified facilitator The 8 Secrets to Persuasive Selling Success by the Jewish (Dr. Persuasion – Dr. Yaniv Zaid)
- ✚ Setting and Tracking KPIs System & Performance Management Platform
- ✚ Senior Facilitator Leadership skills, Soft skills, Team Synergy & Cohesion
- ✚ Practitioner, Corporate training management and 70-20-10 learning transfer