

# TRAINER'S PROFILE

## Michelle Koh Yuen Ling

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### Personal Details:

- Name: Michelle Koh Yuen Ling
- Position : Sales Administrator at De Palma Group of Hotels & Resorts
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### Profile:

- Strongly believes that the key to success is “Think one step ahead”. Her ability to understand and design suitable training modules make it more attractive to her participants to instantly connect with her and willingly enhance their knowledge skill level.
- Currently Sales Administrator to the Group Director of Sales & Marketing at De Palma Group of Hotels & Resorts. Has more than 30 years experience as a professional secretary-cum-administrator.
- Started training by lecturing part time at Stamford College and Goon Institute for Diploma in Executive Secretaryship and Diploma in Administrative Management UK.
- Has Train-the-Trainer Certificate from MAHTEC, the educational body of the Malaysian Association of Hotels (MAH), and is an approved Certified Professional Trainer with MIM and PSMB.
- Holds a degree for Bachelor in Applied Management with the Federation University of Australia.
- With her forte in administrative management, she is the in-house trainer for the hotel and has successfully conducted training sessions at Secretarial Conferences and Forums, especially organized by The Asia Business Forum, Intellectual Link Sdn Bhd, De Willow Communications, Comfori, Bank Negara, etc.
- An active member of MAPSA since 1986 and was President for term 2015-2016. She was awarded SSMer-of-the –Year 2000.

## **Training Programs:**

- The Effective Office Professional in Action
- Meetings and How to take Minutes of Meeting
- Professional Telephone Techniques
- Effective Time Management
- Building Confidence & Knowledge for the Professional Administrator
- Workplace Etiquettes
- Managing Change Successfully
- Boost your self confidence
- Unleash your strength and potential
- Enhancing your personal Image
- Managing your boss successfully
- Networking & the Secretary

Date : 29/11/18