



**ANNA YAP (Malsysia based)**  
**Communication Specialist**  
**Essential Soft Skills Facilitator**

Qualification	Key Expertise	Partial Client List
<ul style="list-style-type: none"> <li>• MBA - University on Sunderland, UK</li> <li>• Certified Training Professional Certificate - ARTDO International-ITD</li> <li>• Certified NLP and Timeline Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>• More than 10 years of experience in the field of corporate training</li> <li>• Strong corporate exposure and excellent communication skills</li> <li>• Wide exposure in the service industry, the labour intensive retail industry, property, education and manufacturing industry for management level</li> <li>• Design and facilitate training courses in many areas. These include:               <ul style="list-style-type: none"> <li>○ Skills Enhancement Programme</li> <li>○ Personal Development Communication Skills</li> <li>○ Corporate Grooming</li> <li>○ Call Centre Programme</li> <li>○ Train The Trainer</li> <li>○ Leadership and Supervisory Techniques</li> <li>○ Coaching and Counselling</li> <li>○ Time Management</li> <li>○ Writing Skills</li> <li>○ Financial Management</li> <li>○ Customer Service</li> </ul> </li> </ul>	<p><i>Financial:</i></p> <ul style="list-style-type: none"> <li>• RHB Bank Berhad, EON Bank Berhad, Hong Leong Bank, CIMB AVIVA</li> </ul> <p><i>Utilities:</i></p> <ul style="list-style-type: none"> <li>• Tenaga Nasional, POS Malaysia Bhd, Telekom M'sia Bhd , Telekom Sales and Services Sdn Bhd</li> </ul> <p><i>Retail:</i></p> <ul style="list-style-type: none"> <li>• UMW Group of Companies, SRG Asia Pacific (Maxis Call Centre), Malaysia Airports Holdings Berhad, HeiTech Padu Berhad, PEMPENA Kompakar</li> </ul> <p><i>Manufacturing:</i></p> <ul style="list-style-type: none"> <li>• Toshiba Electronics Malaysia Sdn Bhd, Ericsson Telecommunications Pte Ltd, Cognis Oleo Chemicals, Getronics Solutions, Vsource,</li> </ul> <p><i>College / Universities:</i></p> <ul style="list-style-type: none"> <li>• ELS Language Centres, INTI College,UiTM Shah Alam, UiTM Puncak Alam, University Malaya</li> </ul> <p><i>Government Agencies:</i></p> <ul style="list-style-type: none"> <li>• Kementerian Perdagangan Dalam Negeri , Securities Commission</li> </ul>