

Trainer's Profile (Koo Lily)

mq Training Coaching Consulting

Leading Change from Mind to Muscle, to Mastery

Tel: 03-2297 9752 Fax: 03-2287 1868



KOO LILY

Business Performance Consultant Coaching Specialist

Qualification	Key Expertise	Partial Client List
<ul style="list-style-type: none">• Bachelor of Management (USM)• Associate Certified Meta Coach (NS-NLP)• Certified NLP and Timeline Practitioner• Member of ICF (International Coach Federation) Malaysia Chapter• Certified EQ Trainer (6 seconds)• Certificate in Satir Brief Therapy	<ul style="list-style-type: none">• 8-year hands-on retail operation, and more than 10 years corporate selling with remarkable business performance record• Work hand-in-hand with clients in their effort to initiate, implement and align corporate working culture including the area of sales and service culture change, business performance and leadership development.• Areas of expertise include: design, develop and train customer service, sales and leadership especially in the area of coaching.• Held various senior managerial positions in local and foreign companies mainly in the areas of operations, sales and marketing.• Worked with more than 100 corporate clients including participants at all levels• Perform one-on-one coaching to both corporate and individual. e.g. business coaching, performance coaching, sales coaching, career coaching• Experience in translating human performance into business results	<ul style="list-style-type: none">• Malaysia:<ul style="list-style-type: none">Banking: Citibank, Maybank, Public Bank, Hong Leong Bank, CIMB Bank, Ambank, UOB, OSK Investment BankInsurance: Great Eastern, P&O, Commerce Life, CIMB AvivaTelecommunications: Celcom, DiGiRetail: Suria KLCC, SKII, Gucci, Loreal, Leonard Drake, Pan West, Sg Wang, Focus Point, Nike Sales, VOIRTransportation: ERL, MISC, First CoachHealth Care: Assunta Hospital, QualitasIT: CSA, CompaqHospitality: Concorde Hotel, Sheraton Hotel, Carcosa Seri NegaraOil and Gas: Petronas, UMW Oil & Gas, PECD, Murphy Sarawak OilOther MNCs: UMW, Motorola, Hewlett Packard, SIA, Canon, SONY, Loreal• Singapore: SKII, Pan West• Indonesia: PT Service Quality Centre