

# MS. HUYNH CAO YEN PHUONG

HOCHIMINH CITY, VIETNAM



## WORKING EXPERIENCE

- **Internal Trainer– 2015**  
*Thanh Thanh Cong Corporation (20 subsidiaries in 6 industries mainly: Cane Sugar, Energy, Hospitality, Real Estate, Agriculture, Education)*
- **Head of Training Department – 2013**  
*Maison Joint Stock Company, the leading fashion retailer, Vietnam*

In addition to her administrative management responsibilities, she specializes in training selling skills, customer service and management skills to all staffs and middle-level managers as the senior internal trainer. Having been working with 15 famous international fashion brands such as Christian Louboutin, Jimmy Choo, Karen Millen, Coast, Topshop, Topman, Bebe, Mango, Oasis, Warehouse, Charles & Keith, Pedro, Havaianas, Accessorize, and SuitBlanco, she has made significant contributions to their brand development, especially their brand image and the sales.

- **Head of English Department cum soft skills trainer – 2011**  
*PQC Group, White Palace Wedding & Convention Center, Vietnam.*
- **Teacher of English – 2007 - 2011**  
*The English Center for Foreign Affairs and Languages Training (CEFALT)  
The Foreign Language Center of the University of Education*

With ten-year experience in teaching English and more than five-year experience in training soft skills, Ms Huynh Phuong has successfully delivered many training programs to clients who are from different industries such as fashion retail, electronics retail, hospitality, television, education, marketing, food service, architecture & interior design, agriculture etc. Moreover, valuable experience of working as an assistant to directors, a translator, an interpreter for big companies, and as a guest speaker for universities and television stations also sharpen her training skills and broaden her knowledge.

Her exposure to different organizational cultures really makes her a knowledgeable and experienced trainer. Participants evaluated her as an enthusiastic experienced trainer who inspired, gave them a lot of experiences as well as changed their mindset towards training to do it in a better and creative way.

Some other regional organizations that Ms Huynh Phuong supported with her training are:

- *SASCO (Southern Airport Services Joint Stock Company)*
- *GEMA Company (Architecture & Interior Design)*
- *BDM Company (Center For Business Development And Management)*
- *Tien Phong JSC (HomeOne Electronics Shopping Mall)*
- *AVG (An Vien Group – Television & Telecommunication)*
- *Rich Products Corporation (Food service, In-store Bakery and Retail Marketplace)*
- *TNS Company, Kantar Group, Vietnam (Consultancy Group) ...*



## TRAINING AREAS OF EXPERTISE

- **Hospitality:**  
F & B General Knowledge,  
Dining Etiquette,
- **Retail:**  
Selling Skill,  
Customer Service
- **Soft Skills:**  
Business Etiquette,  
Communication Skills,  
Cross-cultural Communication  
Motivation Skills,  
Email & Telephone Etiquette,  
Teambuilding,
- **English:**  
English at workplace,



## EDUCATION & CERTIFICATIONS

The highlight is  
“**Certified Training Professional**”

By ITDWorld & ARTDO - 2015

- **2015** Leader Mindset – *TOPPION Group, HCM*
- **2015** The Art of Personal Attraction - *TGM Corp.*
- **2013 – 2014** **Master of Business Administration (MBA)**  
*UBIS University, Geneva, Switzerland*
- **2012** Train the trainers - *PQC Academy, HCM*
- **2011** Pearson Amazing Minds - *Pearson Group – Malaysia*
- **2011** Presentation Skills - *Talent Link, HCM*
- **2010 – 2011** HR Management - *Talent Link, HCM*
- **2009 – 2010** Public Speaking - *John Robert Powers, HCM*
- **2006** Master of Ceremonies - *HCM House of Culture and Labor*
- **2003 – 2007** **Bachelor of Art (BA) Degree**  
*English Department, HCM University of Pedagogy*