



David Ann KC

- *Master in Management (Asia eUniversity)*
- *Accredited Organisational Development Professional (UK)*
- *Certified NLP Practitioner (NF-NLP USA)*
- *Certified PSMB Trainer (TTT 3176)*
- *Accelerated Learner Starter Certification (Delphin, Inc USA)*

David Ann is a Passionate, Dynamic, and Friendly trainer with over 20 years of experience in IT, Sales, Retail, Insurance, Customer Service and Training.

Having the experience as a Training Manager in 2 different industry give David the cutting edge in taking training in providing the best to the participant; with the exposure and experience in dealing with people from different walks of life. Being the Training Manager in AIA Call Centre, Ogawa and Marks & Spencer, provides him with different technique in handling and managing people expectation in the area of communication, selling, presentation, customer service, and leadership.

As a Training Manager in AIA Call Centre, David Ann always ensure the sales teams are well equipped with the relevant knowledge and skills in generating the desired results. At the same time enforcing sales team to focus in building the right attitude in walking the talk all the time.

In the retail industry as a Training Manager with Ogawa and Marks & Spencer; David Ann expanded his responsibility in his training into combining the role as a coach in providing guidance to the Supervisors and Managers.

Every workshop and training session is full of activities and practical session into bringing the best to the participants and also ensuring they maximise the best in the learning.

His clients include Daisho, SECOM, Watson, AIA, Acmar Honda, KEC, TSL Group, MAS Academy, Robert Bosch, Rotary International, Marks and Spencer Malaysia, Robinsons Group, Stamford College, OS HRS Sdn Bhd, Globalbond Services Sdn Bhd, Vitaton (M) Sdn Bhd, Lereve Sdn Bhd, Holiday City Sdn Bhd, Ogawa, Pioneer Technology Sdn Bhd, Jardine OneSolution (2001) Sdn Bhd, Hitachi Malaysia, and many more.

Here are some of his recent testimonials:

“David have conducted training for leadership skill, communication skill and time management skill courses for OS HRS staff. We are satisfied with his ice breaking session, training material and sharing of practical experience. Recommend to contact him for training sessions.”

Michelle Song, Payroll Manager (APAC), OS HRS Sdn Bhd

“David will always make it practical in his training methodology in delivering the learning values to the participants.”

Aaron Lee, International Speaker