



ASHA MOHD

CORPORATE TRAINER

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ABOUT ME

As an adept Soft Skills & Aviation Trainer, I bring a wealth of experience from the hospitality, airlines, and banking sectors to the table.

My expertise lies in pinpointing training needs and crafting bespoke training modules that yield measurable outcomes.

With a knack for orchestrating and executing in-house training initiatives, I excel in fostering knowledge through a multitude of instructional techniques.

My proficiency extends to overseeing training logistics, ensuring seamless administration.

At my core, I am dedicated to forging strong professional relationships and am committed to enhancing operational efficiency and driving business success through strategic training solutions.

SKILLS

CUSTOMER SERVICE

SOFT SKILLS TRAINING

DIGITAL MARKETING

INTERPERSONAL COMMUNICATION

EMOTIONAL INTELLIGENCE

LEADERSHIP

MENTORSHIP

COACHING

FINANCIAL LITERACY

TEAM PLAYER

WORK EXPERIENCE

PEOPLELOGY

GROUP

Mid Valley
Aug 2023 - Present

Corporate Trainer

- Promoted to Senior Corporate Trainer at PEOPLEogy Group, leading talent development and mentoring a team of trainers.
- Led high-profile training projects for clients like Yayasan Peneraju and MDEC.
- Directed an in-house project on advanced presentation skills, enhancing technical trainers' capabilities.
- Specialized in digital leadership and technical training, designing strategic programs with internal and external expertise.
- Delivered impactful sales and digital leadership training, driving business growth and engagement.
- Utilized cutting-edge digital tools for effective training delivery.
- Provided professional guidance on resume development and interview strategies.

KUALA LUMPUR

Kuala Lumpur
Dec 2022 - Present

Freelance Trainer

- Certified Soft Skill Trainer in sales & team building
- Expert in emotional intelligence & social media etiquette
- Customer service training for F&B, hotel, airline sectors
- Cabin Crew Academy KL: Interview prep & in-flight skills

MAYBANK GROUP

Puchong
Feb 2022 - Present

Customer Relationship Executive

- Branch Operations Specialist: Expertly managed branch functions, optimizing staff deployment and break scheduling to maintain seamless operations.
- Digital Transformation Advocate: Led the charge in adopting digital banking, facilitating customer transition to cutting-edge online platforms.
- Employee Training Innovator: Conducted in-depth digital banking tool training, enhancing team proficiency and customer service excellence.
- Customer Experience Champion: Elevated client satisfaction and team spirit by implementing digital enhancements and streamlining processes.

CUCKOO

INTERNATIONAL

Aug 2020 - Present

Sales Manager

- Spearheaded sales force optimization to boost agent productivity and elevate sales outcomes.
- Surpassed sales targets by implementing precise strategic planning and vigorous execution.
- Tackled agent and customer issues by devising innovative and effective resolutions.
- Led recruitment initiatives to build and develop an elite sales force.
- Managed critical sales functions, orchestrating meetings, strategic planning sessions, and promotional events.
- Fostered a culture of exceptional performance, promoting a 'Beyond Standards' philosophy among team members.

CAN HANDLE BUSINESS DEMANDS UNDER PRESSURE

COMMUNICATION

MULTITASK CAPABILITIES

PROBLEMSOLVING

CONFLICT MANAGEMENT

ORGANIZATIONAL

WORK IN A FAST AND EVOLVING ENVIRONMENT WITH DETAIL-ORIENTED FOCUS

PRODUCT KNOWLEDGE

BUILD AND MAINTAIN RELATIONSHIPS AT ALL LEVELS

INTERPERSONAL

TIME MANAGEMENT

TRAINING ADMINISTRATION

OPERATIONAL KNOWLEDGE

LINKS

Linkedin:

<https://www.linkedin.com/in/asha-mohd-6584ba1ba/>

Personal Website:

<https://nakklik.co/Aboutme>

LANGUAGES

ENGLISH

MALAY

HOBBIES

HIKING, BEACH, SIGHTSEEING, TRAVEL

AIRASIA & AIR ASIA X BERHAD

Sepang
Feb 2008 - Present

Senior Flight Attendant

- Seasoned Senior Flight Attendant with over 12 years of experience at AirAsia, specializing in Airbus A320, A330, and A340 operations.
- Proficient in navigating international operational bases, including Kuala Lumpur, Karachi, Caracas, Algiers, and Jeddah.
- Skilled in the execution of specialized chartered flight operations, ensuring precision and excellence.
- Renowned for exceptional interpersonal skills, radiating a fun-loving, positive attitude with a "Make It Happen" approach.
- Demonstrated resilience and professionalism in high-pressure environments, adept at managing irregular and extended working hours.
- Strong leadership capabilities, coupled with effective communication skills for emergency procedures and conflict de-escalation.
- Dedicated to upholding the highest standards of safety, service, and teamwork as a valued member of the AirAsia team.

ORIENTAL HOTEL

Kuala Lumpur
Mar 2006 - Present

Reservations Sales Agent

- Managed comprehensive training administration, ensuring meticulous upkeep of training records and continuous updating of training materials to elevate staff competency levels.

LEGEND HOTEL

Jan 2005 - Present

Front Office Executive

- Expertly managed guest check-ins and check-outs, ensuring seamless processing of payments and room allocations.
- Efficiently coordinated reservations, adeptly handled inquiries, and maintained booking platforms with precision.
- Skillfully resolved guest concerns, delivered top-tier concierge services, and significantly improved customer satisfaction.

EDUCATION

UNIVERSITI TEKNOLOGI MALAYSIA

2021

Executive Diploma

Graduated in Business Engineering from Universiti Teknologi Malaysia.

INSTITUTE OF PROFESIONAL TECHNIQUE & SKILLS

2021

Diploma of Education in Professional Penjualan

Studied at the Institute of Professional Technique & Skills.

MTF INSTITUTE OF TECHNOLOGY & FINANCE

2024

Executive Diploma in Leadership

Received education from MTF Institute of Technology & Finance.

MTF INSTITUTE OF TECHNOLOGY & FINANCE

2024

Professional Diploma in Office Management