

## **COMPANY PROFILE**

**TRUSTED TRAINING PARTNER**  
**REAL-WORLD SOLUTIONS**  
**CUSTOMISED PROGRAMMES**



## OUR STORY

We are your training partner rather than a provider of off the shelf courses. We work hard to ensure significant and measurable contribution to the clients that we work for.

For over 19 years, we has consistently strive to bring the latest thinking, the leading techniques, the most accomplished and experienced trainers into high performing organisations, large and small throughout the Asia Pacific region and beyond.

We specialize in customized training programmes that help organisations become leaner, more compliant and more progressive. The courses that we design are renowned for their dynamic, practical, real world approach. These customized programs and carefully crafted and are built on a foundation of the best practices in the real business world.

Throughout the two decades, we have trained thousands of clients from all major Multi National companies in a myriad of industries.

Our motto is that we empower your talents with skills and capability to boost their organisations to reach the higher standards, drive efficiency and boost profitability and business sustainability.

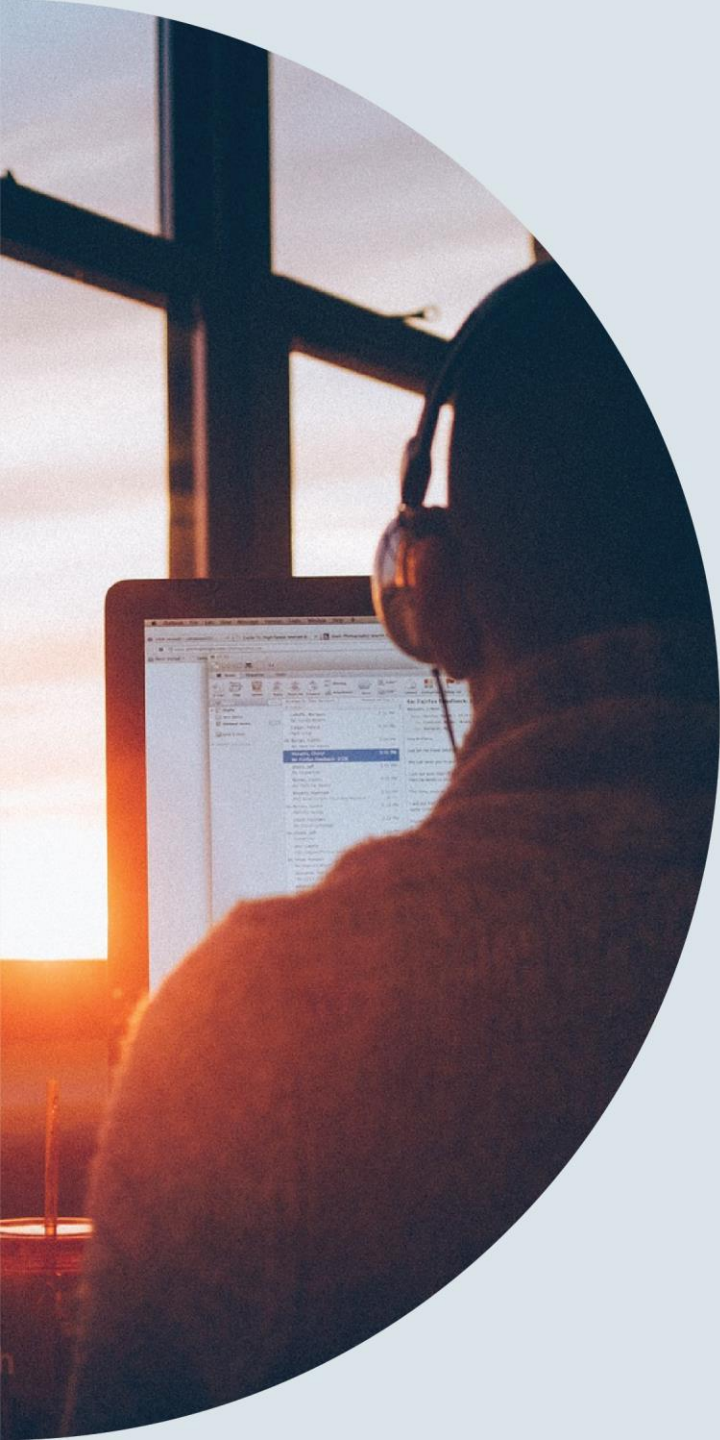
**Can you solve problems with effective real-world solutions?**

**Do you have the skill sets required to succeed?**

**Can you write to communicate effectively?**

**Are you born to lead or to follow?**





## **YOU HAVE THE QUESTIONS, WE HAVE THE SOLUTIONS**

Since 1999, [itrainingexpert.com](http://itrainingexpert.com) (a part of the ITRAINING EXPERT GLOBAL PLT & ITE INTERNATIONAL LTD) have been working together with many companies from diverse industries, enabling us to really understand your training needs.

Acting as a single contact to our clients in providing excellent training and development, we are able to link the theoretical knowledge and practical lessons with applicable knowledge and skills thus offering you long-term SOLUTIONS.



## **YOUR BUSINESS IS OUR BUSINESS**

Using a comprehensive approach, we assimilate ourselves into our your business, committing ourselves to knowing your operations as much as possible. We listen to issues and objectives, understand them and work out solutions together. This way, we are able to achieve your goals better by helping you to optimize your resources, improve your bottom line and continue your competitive advantage.

Whether you're in manufacturing, transport, banking, trading, hospitality, oil & gas to banking, property and services related businesses, we offer training and learning labs tailored to provide solutions to help increase productivity, performance and profitability.

We will equip you with necessary skills and the right tools to sharpen your winning edge. From day-to-day business challenges, building brands, advertising brands to marketing products - we are ready to guide you every step of the way.



**LEARNING ISN'T LEARNING UNTIL YOU DO IT**

**“What we have to learn to do,  
we learn by doing.” Aristotle.**

We believe that learning isn't about lecturing in front of a group of people and writing notes on the whiteboard; which is why we prefer the hands-on approach where we use real world experience with the help of technology.

We match our consultants and trainers according to your requirements. Experienced industry practitioners and specialists in their field such as Oil & Gas, Banking, Manufacturing, Automotive, Hospitality, Aviation ...to name a few, possess solid experience with priceless personal anecdotes that cannot be found in books.

In fact, for more effective learning, we bring the front end of technology right into the heart of your company, empowering your staff with global industrial knowledge and current practices. This unique approach combined with the strong faculty of experts, competent trainers, and multilingual facilitators puts our lab in the position to spur your company's progress faster.



## 5 KEY FOCUS AREAS



**BUSINESS  
RE-ENGINEERING  
& PROCESS  
IMPROVEMENT**



**TRAINING  
&  
DEVELOPMENT**



**PRODUCTIVITY**



**CONSULTING**



**RESEARCH  
&  
ASSESSMENT**



## WHAT WE BELIEVE IN GUIDES US

We are committed to create a strong and continuous improvement in human capital performance with your organization.

With our smart partnership, we can fully understand your unique business strategy, goals, needs, objectives and culture. Following that, we will study your needs and shape special programmes that are uniquely yours – with an ultimate goal -- which is to build and sustain the skills and behaviours essential to your business success.

Our list of clientele comes from diverse industries such as:

- OIL & GAS/ENERGY
- BANKING / FINANCIAL SERVICES
- SERVICE/HOSPITALITY
- PHARMACEUTICAL / HEALTHCARE
- PROPERTY & CONSTRUCTION
- GOVERNMENTS/ GOVT-LINK COMPANIES
- FMCG
- AEROSPACE & AVIATION
- AUTOMOTIVE / HEAVY EQUIPMENT
- PHARMACEUTICAL
- PROPERTY & CONSTRUCTIONS
- IT & WEB SERVICES
- MANUFACTURING
- NON-PROFIT ORGANIZATIONS

To view our full list of clientele and types of training and consultancy services, Visit [www.itrainingexpert.com](http://www.itrainingexpert.com)





## TAKE ACTION NOW

Solution driven with customised programmes, we are a trusted training partner committed to deliver results!

If you care about your company's performance, human capability and profitability, call us now, today! Our specialised team of consultants will be more than happy to discuss on how can we offer you the most effective training programmes, coaching and consultancy services ever.

**Contact Person:**

Ms Yuna Wong, Business Development - Lead

**Contact Number:**

Hotline:+6012 6869 628

**Email:**

[info@iTrainingExpert.com](mailto:info@iTrainingExpert.com)



# LIST OF PROGRAMMES

## LEADERSHIP & BUSINESS STRATEGY

- STRATEGIC PLANNING & EXECUTION
- PROJECT MANGEMENT & IMPLEMENTATION
- CHANGE MANAGEMENT
- HIGH PERFORMANCE LEADERSHIP
- TRANSFORMATIONAL LEADERSHIP
- SUCCESSION PLANNING
- LEADERSHIP SKILLS FOR MANAGERS
- SUPERVISORY DEVELOPMENT
- BLUE OCEAN STRATEGY
- BUSINESS ACUMEN SKILLS

## PROBLEM-SOLVING, CREATIVITY & INNOVATION

- CREATIVE & CRITICAL THINKING
- DECISION MAKING & PROBLEM SOLVING STRATEGIES
- 8D PROBLEM SOLVING PROCESS

## OPERATIONS & RISK MANAGEMENT

- OPERATION MANAGEMENT
- PRODUCTION RESOURCE PLANNING, SCHEDULE AND ACTIVITY CONTROL
- LEAN SIX SIGMA

## FINANCE & ACCOUNTING

- FINANCE FOR NON FINANCE MANAGERS
- BUDGETING & CASHFLOW FORECASTING
- CREDIT MANAGEMENT
- DEBT RECOVERY & DEBT COLLECTION
- FINANCIAL MODELLING WITH EXCEL
- UNDERSTANDING FINANCIAL STATEMENTS
- HANDLING FULL SET OF ACCOUNTS
- ACCOUNTING FOR NON ACCOUNTANTS
- FRAUD MANAGEMENT
- GST UPDATES AND IMPLICATION
- PERSONAL FINANCIAL PLANNING
- FINANCIAL STATEMENTS FOR KPI & HIGH PERFORMANCE ORGANISATION

## NEGOTIATION & COST OPTIMISATION

- NEGOTIATE TO WIN
- ADVANCED NEGOTIATION SKILLS CERTIFICATION
- NEGOTIATION SKILLS & COST OPTIMISATION
- STRATEGIC NEGOTIATION & DEAL MAKING

## BUSINESS & TECHNICAL WRITING

- EMAIL & REPORT WRITING
- TECHNICAL REPORT WRITING
- BUSINESS ENGLISH AT THE WORKPLACE
- COMMUNICATIVE ENGLISH AT WORK
- ORAL ENGLISH AND GRAMMAR
- BUSINESS MANDARIN
- PROPOSAL WRITING
- EFFECTIVE BUSINESS CASE
- COPYWRITING SKILLS INTENSIVE
- MEETING & MINUTES WRITING
- PR WRITING IN THE DIGITAL AGE

## PRESENTATION SKILLS

- BUSINESS PRESENTATION SKILLS
- PERSUASIVE TALK
- POWER PACKED SALES PRESENTATION

## COMMUNICATION SKILLS & EQ

- PERSUASIVE COMMUNICATION
- CROSS CULTURAL COMMUNICATON
- EMOTIONAL INTELLIGENCE

## PERSONAL EFFECTIVENESS

- TIME MANAGEMENT
- POSITIVE MENTAL ATTITUDE

## OFFICE MANAGEMENT

- SECRETARIAL & ADMINISTRATIVE
- FILING & RECORDS MANAGEMENT
- ADMIN PROFESSIONAL CONFERENCE



# LIST OF PROGRAMMES

## HUMAN RESOURCES

- PERFORMANCE MANAGEMENT
- MANAGING DISCIPLINE & DOMESTIC INQUIRY
- TERMINATION & HANDLING MISCONDUCT
- MANAGING KPI AND KRAs
- INTERVIEW SKILLS-COMPETENCY & BEHAVIORIAL BASED
- HR FOR NON HR MANAGERS
- TRAINING NEEDS ANALYSIS
- WINNING EMPLOYMENT ENGAGEMENT

## TEAMBUILDING

- MANAGEMENT RETREAT
- BONDING FOR PEAK PERFORMANCE
- CUSTOMISED ACTIVITIES FOR SPECIFIC OUTCOMES

## SALES, BRANDING AND SOCIAL MEDIA MARKETING

- SUCCESSFUL SELLING SKILLS
- THE ART OF CLOSING DEALS WITH NLP
- HANDLING DIFFICULT CUSTOMERS
- WINNING MARKETING STRATEGIES
- BRAND DEVELOPMENT & ONLINE STRATEGIES
- DIGITAL MARKETING STRATEGY
- POWER PACKED TELESales
- SOCIAL MEDIA MARKETING

## INFORMATION TECHNOLOGY

- MICROSOFT OFFICE -EXCEL
- TOP 10 EXCEL SKILLS FOR BUSINESS PROFESSIONALS
- DATA VISUALISATION & BUSINESS DASHBOARD IN EXCEL

## ESH / ISO / QUALITY MANAGEMENT

- SCHEDULED WASTE MANAGEMNET
- HIRARC- HAZARD IDENTIFICATION, RISK ASSESSMENT & CONTROL
- FMEA-FAILURE MODE EFFECTS ANALYSIS

## CERTIFICATIONS

- TRAIN THE TRAINER
- ADVANCED NEGOTIATORS MASTERCLASS
- STRATEGIC PLANNING & EXECUTION
- AUDITING SKILLS
- STRESS MANAGEMENT

## NEURO-LINGUISTICS PROGRAMMING

- NLP PRACTITIONER
- NLP MASTER PRACTITIONER
- NLP COACING SKILLS
- STORY TELLING SKILLS FOR ORGANISATIONAL CHANGE

## LEGAL, RISK & BUSINESS MANAGEMENT

- DRAFTING COMMERCIAL CONTRACTS
- BUSINESS CONTRACTS & LIABILITY
- PERSONAL DATA PROTECTION ACT (PDPA) & IMPLEMENTING COMPLIANCE



# LIST OF CLIENTS

## OIL & GAS/ ENERGY

- BRUNEI REFINERY (SHELL)
- DIALOG GROUP
- EXXONMOBILE
- TALISMAN
- MISC / MTBE
- MMC ENGINEERING
- MURPHY SAWARAK OIL
- BOUSTEAD PETROLEUM (BP)
- PETRONAS GROUP
- PETRA ENERGY BHD
- SAPURA KENCANA
- SARAWAK ENERGY BHD
- SARAWAK SHELL BHD
- TECHNIP MALAYSIA
- CARIGALI
- GAS MALAYSIA
- SHELL REFINING COMPANY
- JX NIPPON OIL & GAS EXPLORATION
- REPSOL OIL & GAS
- SABAH SHELL PETROLEUM

## AEROSPACE & AVIATION

- AIRASIA GROUP
- CTRM AERO COMPOSITE
- AIROD
- MAS AIRLINES
- AIRFOIL SERVICES SDN BHD
- ROYAL BRUNEI AIRLINES

## PHARMACEUTICAL

- BIOCON SDN BHD
- ASTRAZENECA
- GLAXOSMITHKLINE (GSK)
- B. BRAUN MEDICAL
- ZUELLIG PHARMA

## HEALTHCARE

- COLUMBIA ASIA
- GLENEAGLES HOSPITALS
- KPJ HEALTHCARE
- INSTITUT JANTUNG NEGARA
- JAMJOOM PHARMA (KSA)

## INVESTMENT & BANKING

- AFFIN BANK
- BANK OF CEYLON
- BANK ISLAM
- BANK NEGARA INDONESIA (BNI)
- BANK SIMPANAN NASIONAL (BSN)
- BANK OF TOKYO-MITSUBISHI
- BANK NEGARA MALAYSIA
- BANK RAKYAT
- BNP PARIBAS
- BANGLADESH BANK
- BANK OF TOKYO-MITSUBISHI
- CENTRAL BANK OF BANGLADESH
- CRADLE FUND
- HSBC GROUP
- INDIA INTERNATIONAL BANK
- KHAZANAH NATIONAL TREASURY
- HONG LEONG BANK BHD
- KENANGA INVESTMENT BANK
- MBF CARDS (MALAYSIA)
- NETHERLANDS FOREIGN INVESTMENT
- OCBC BANK
- PACIFIC MUTUAL FUND BHD
- PACLEASE BHD
- UOB BANK
- OCBC BANK

## SERVICES

- ACCENTURE SOLUTIONS
- AMWAY
- COWAY
- DHL (ASIA PACIFIC)
- EGENTING
- HONEYWELL ENGINEERING
- ROBERT BOSCH
- HITACHI ASIA
- LLOYD'S REGISTER OF SHIPPING
- LA FARGE CEMENT
- RICOH MALAYSIA
- REINHAUSEN ASIA PACIFIC
- SEAGATE INTERNATIONAL
- SIEMENS

## INSURANCE & ASSET MGMT

- AMANAHRAYA BERHAD
- AFFIN SWANG ASSET MGMT
- AXA-AFFIN INSURANCE
- GREAT EASTERN BHD
- MAA
- MAYBANK ASSURANCE
- MBF
- PERBADANAN INSURANCE
- DEPOSIT MALAYSIA (PIDM)
- PRUDENTIAL
- SWISS REINSURANCE
- TOKIO MARINE
- TAKAFUL INSURANCE
- UNI ASIA LIFE ASSURANCE BHD

## MEDIA & TELECOMMUNICATION

- ASTRO GROUP
- AXIATA GROUP
- DIGI GROUP
- MAXIS GROUP
- U MOBILE
- ERICSSON
- MEDIA PRIMA
- THE STAR
- NSTP
- GROUP M
- MINDSHARE
- YTL COMMUNICATION
- REDTONE TELECOMMUNICATION
- CYBERSECURITY
- FUJITSU
- HEITECH PADU
- VADS BERHAD
- IBM MALAYSIA
- HP

## AUTOMOTIVE / HEAVY EQUIPMENT

- AUTO BAVARIA
- HONDA MALAYSIA
- KUBOTA / LAND ROVER
- MHE-DEMAG
- MITSUBISHI MOTORS
- NAZA GROUP
- VOLVO GROUP
- MERCEDES GROUP



# LIST OF CLIENTS

## AUTOMOTIVE

- KIA MOTOR
- BERMAS MOTOR
- SCANIA (MALAYSIA)
- SIME DARBY GROUP
- SUZUKI MALAYSIA
- TRACTORS MALAYSIA
- PERODUA SALES
- VOLVO MALAYSIA
- BRIDGESTONE
- BENTLEY
- BOUSTEAD SHIPPING
- DRB-HICOM
- MALDIVES TRANSPORT
- MMC GAMUDA
- PRASARANA MALAYSIA
- UMW GROUP

## EMBASSY

- AUSTRALIA
- MSIAN-GERMAN CHAMBER OF COMMERCE & INDUSTRY
- NEW ZEALAND HIGH COMM
- INDONESIA EMBASSY

## PORTS & TRANSPORTS

- PORT KLANG
- WESTPORT
- BINTULU PORT AUTHORITY
- MALDIVES TRANSPORT
- STAR CRUISES (HK) LTD
- MMC PORT HOLDINGS
- MSIA MARINE & HEAVY ENGINEERING

## CONSUMERS

- DANONE DUMEX
- DUTCH LADY
- NESTLE PRODUCTS
- DKSH
- AJINOMOTO
- FJ BENJAMIN
- MACFOOD
- SAWARAK PALM OIL
- SHAKER GROUP-SAUDI ARABIA
- TESCO STORES (M) SDN BHD
- YAKULT SDN BHD
- BRITISH AMERICAN TOBACCO
- PHILIP MORRIS MALAYSIA
- CARGILL

## UNIVERSITIES

- ASIA PACIFIC UNIVERSITY
- CIMA
- IMU
- INTI UNIVERSITY JAPAN
- SAITAMA UNIVERSITY
- MONASH UNIVERSITY
- MULTIMEDIA UNIVERSITY
- SWINEBURNE UNIVERSITY
- TAYLORS UCSI UNIVERSITY
- UKM
- NEWCASTLE UNIVERSITY

## UTILITIES

- TELEKOM MALAYSIA
- TNB
- RANHILL UTILITIES
- MALAKOFF CORP BHD
- SARAWAK HIDRO
- SARAWAK TIMBER

## CONSTRUCTION

- MEDINI ISKANDAR
- MIDF PROPERTY BHD
- SUNWAY GROUP
- SUNRISE BERHAD
- UEM LAND
- UEM EDGENTA BHD
- SEE HOY CHAN
- SKYWORLD DEVELOPMENT

## NON-PROFIT ORGANISATION

- INT. FED. RED CROSS & RED CRESCENT SOCIETIES
- UNICEF
- SARAWAK BUREAU CONVENTION
- 1M4U (MALAYSIA FOR YOUTH)
- MERCY MALAYSIA

## HOSPITALITY

- GTOWER HOTEL
- MAYA HOTEL
- PARKROYAL HOTELS & RESORTS
- RESIDENCE HOTELS AND RESORTS
- ARMADA HOTEL PJ
- RHR HOSPITALITY SDN BHD
- SHANGRI-LA HOTEL KUALA LUMPUR

## PUBLIC SECTOR

- EKUITI NASIONAL BHD
- DBKL
- FELDA
- MCMC
- MAJLIS BANDARAYA
- PEMBANGUNAN SUMBER MANUSIA (PSMB)
- MINISTRY OF EDUCATION, MULTIMEDIA COMMISSION (MCMC)
- MOSTI (MINISTRY OF SCIENCE, TECHNOLOGY & INNOVATION, MSIA)
- OFFICE OF PRIME MINISTER
- SIRIM QAS
- SARAWAK FORESTRY
- MSIA-THAI JOINT AUTHORITY
- LEMBAGA ZAKAT SELANGOR
- LEMBAGA HASIL DALAM NEGERI
- LAPF PENSIONS FUNDS (TANZANIA)
- MINISTRY OF TOURISM
- RAZAK SCHOOL OF GOVERNMENT
- SECSO BERHAD
- SURUHANJAYA TENAGA



Registered with Ministry of Finance Malaysia



GST Registered Company



**HRDF**  
Registered Training Provider  
Ministry of Human Resources  
Malaysia



CERTIFICATION PARTNER

APPROVED TRAINING PROVIDER NO 5131



REGISTERED WITH AMERICAN BOARD OF NEURO-LINGUISTIC PROGRAMMING (NLP) TIME LINE • ASSOCIATION

## **ITRAININGEXPERT GLOBAL PLT**

*Co Reg: LLP0000 201-LGN*

**GST ID:** 00200 52 29568

**Mobile:** + (6) 012- 2829 628

**Tel:** + (6) 03-8074 9056

**Fax:** + (6) 03-8082 4164

**E-mail:** [info@itrainingexpert.com](mailto:info@itrainingexpert.com)

**Website:** [www.iTrainingExpert.com](http://www.iTrainingExpert.com)

**Social Media:**

[www.facebook.com/iTrainingExpert](http://www.facebook.com/iTrainingExpert)



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