

## **MR. GOH KEK SENG, TRAINER PROFILE**



**Mr. Goh Kek Seng** is a writer, public speaker, trainer and academic consultant. He holds a first-class B.A. (Hons) in Humanities from USM, Penang (1975) and a M.S. (Education Management) from University of Rochester, NY (1983). He did postgraduate research computers-in-English Language teaching, advanced consultancy skills and project management in the U.K. (1986, 1991).

He has more than 30 years of professional experience as a trainer and as a director and CEO in higher education and education management. He has contributed extensively to the training of school principals, professional trainers and specialist lecturers in the country. His national and regional contributions included leadership roles in the World Bank Loans for human resource development in Malaysia and in the UNESCO-APEID training programs for university academics in the Asia - Pacific countries. He has to his credit eight textbooks and more than 100 articles and training programmes presented, published and conducted in local and international conferences, in both the English Language and Bahasa Malaysia.

He is regularly engaged as an in-house and corporate trainer in human resource soft skills development, in the area of communication. His very popular training programmes include Office Communication: Speaking Skills; Public Speaking and Presentation Skills; Professional Telephone Handling Skills; English Grammar in Business; Email Netiquette and Email Writing; Presenting Business Plans and Project Proposals; Professional Call Centre Operator Skills; and Customer Satisfaction Skills.

## **FACILITATOR'S CLIENTELE**

His clientele includes enterprises such as the American Insurance Group (Chartris Sdn. Bhd.); Bank Negara Malaysia; Huawei Technologies, MAS, PRIMA, KWSP, JTI, Boustead Naval Shipyard; Dataprep Holdings Bhd.; DKSH Malaysia Sdn. Bhd.; HSBC Bank; Ingram (Micro) Sdn. Bhd.; JOTUN Paints Bhd.; Kurnia Insurance; Malaysia Airlines Academy; Nirvana Alliance Sdn.; Possimo Technologies; SHELL Malaysia; SIRIM Berhad; TriAset Sdn. Bhd.; and Universiti Tunku Abdul Rahman.

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