



TRAINER PROFILE

THERESA MORGIS

CERTIFICATION

- Microsoft Certified Trainer (MCT)
- HRDF Certified & Accredited Trainer.
- Diploma in TESOL (Teaching English to Speakers of Other Language)
- MOE, Microsoft & Time Systems.
- Certificate of Training, ICT Resource Handling Skills for Government Schools

RECOGNITION

I am a certified Microsoft Trainer and a certified HRDF trainer with more than 20 years of training experience in Microsoft products. My years of experience in this field has led to development and customisation of my own training materials, occasionally customising specific course manuals upon requests.

In 2012, I completed my Diploma in TESOL (Teaching English to Speakers of Other Languages), adding to a range of soft skill training topics which include English Communication @ the Workplace, Dynamic Presentation skills and Strategies for Effective Email Etiquette.

I have conducted training for CEO's, vice presidents, directors, accountants, managers, secretaries, production operators and clerical staffs. Adapting to the effect of the pandemic on learning modes, I have learned to effectively utilise online platforms, offering training on Zoom, Teams and WebEx upon request.

A variety of icebreakers are also prepared to be employed upon clients' request and approval to make online sessions more interactive and encourage participants to be comfortable learning online. Kahoot, Mentimeter and Jamboard are some of the resources used to increase participant interaction.

Following is a list of some of the clients I have conducted training for : *Shell Malaysia, ASTRO, Bolton Bhd, SMBC Bank, Pos Malaysia, TNB, Petronas, Honda, Ingram Micro, Maybank Bhd, Bank Simpanan Nasional, Telekom Malaysia, Nippon Oil, RHB Bank, Public Bank Bhd, CIMB, Hilton Hotel, Touch N Go, PLUS, Ansar Broadcast, Sunway University, Monash University, UNITAR, Ambank, Zuellig Pharma, HERO, 7-Eleven, Teleperformance and more*