



Malaysian Institute of Management
Jaya 33, Level 11, Tower 1, No. 3, Jalan Semangat,
Seksyen 13, 46100 Petaling Jaya, Selangor, Malaysia

+603 7711 2888

+603 7711 2999



LINDA LIEW MEI LING, MMIM, MIM-CPT
MBA, University of Bath, UK

Ms Liew Mei Ling, Linda has more than 16 years hands-on experience in the areas of Management, Leadership, Motivation, Business Development, Public Relations, Sales and Marketing covering the medical industries, trading, manufacturing and service industries.

She holds a Master in Business Administration from the University of Bath, UK. Ms Liew's training experiences stems from designing, delivering and measuring training and consultancy projects for multinational companies such as Asahi Industries, Komag USA, Altera Corporation, Osram Semiconductors, Huawei Technologies, Ramatex Apparel, White Horse Ceramic, Caretex Apparel, Sinwah Garment, Gimmill, Maybank, Shimano and Pall Singapore. Recently, she has been appointed by Celcom-VADs in designing call-centre 3G-customer service program for all their call centre front liners. She was also appointed as course leaders for Nokia-Siemens and Huawei Technologies on customer service programs ranging from Handling Difficult Customers, Good Conversations, Winning Customers, Key Account Management and Professionalism in Teleconferencing.

Ms Liew is a Certified Trainer from University of South Australia for Competency-Based Training and her experience on Competency and Multi-Rater Feedback System stems from developing Leadership Development Program using Competency-Based Approach for Komag USA, designing Performance Appraisal System using Competency-Based Approach for Kwong Wah Yit Poh Press, developing Best Framework for Evaluating Training Effectiveness Using Competency which is in compliance to ISO9001:2000 series and conceptualized standard of performance as an objective-based criterion to judge the success of training program and application of scientific methodologies to study training effectiveness.

Ms Liew received Training Excellence Award 2010 by the Malaysian Institute of Management. She was also appointed as the Associate Administrator overlooking one of the Malaysian Institute of Management consulting project which involved in Leadership Competency Development, Electronic Data Processing and Statistical Data Analysis.

Ms Liew has great passion in coaching and developing the young leaders across different manufacturing and service industries to share her knowledge on self-improvement, diversity-management and motivating the work force.

Ms Liew is MIM Certified Professional Trainer (MIM-CPT) and is an MIM member.

