



MR KEN NG
Associate Consultant

Ken is a seasoned and experienced training professional who specializes in designing and delivering customer service training and management programs.

Ken graduated with a Bachelor of Business Administration degree in Finance from the University of Hawaii at Manoa and was a Pacific Asian Scholarship recipient. After returning to Hong Kong, Ken worked in the retail banking division of HSBC, and later he worked as an IT trainer in Motorola AirCommunications Limited. Due to his outstanding performance, Ken received a contribution award and was selected to represent Motorola Hong Kong at the affiliate customer services training program at the company's headquarters in Ohio, USA.

Ken has also worked for PCCW as a Deputy Unit Manager, Business Broadband, in which he supervised, monitored and trained a technical support team of 120 staff with an ultimate goal to exceed the needs and expectations of their customers. Prior to pursuit his career in consultancy, Ken was employed by The Kowloon Motor Bus (1933) Ltd, where he specialized in frontline customer service communications, supervision, training, and staff management. During his 10 years service, KMB's Hotline and Customer Service Centre became one of the winners for all major service competitions including HKACE, HKCCA, and Best Practice Award each year.

Ken's employments in various sectors in Hong Kong and his studies in the United States have culminated in an in-depth knowledge of corporate structures and cultures, and business etiquette. Ken is also an NLP practitioner and he is keen to apply NLP skills in different business situations.

Ken's training portfolio includes effective complaint handling, professional selling, professional telephone and counter service manner, change management & leadership, creativity & innovation, motivation & engaging Gen Y, staff management, interpersonal communication, stress management, self awareness and team building. Ken has provided corporate training to major clients including China Aircraft Service Ltd, Po Leung Kuk, Amway, Shiseido, Bank of China (Hong Kong) Limited and Hong Kong Retail Management Association.

While Ken works as an independent consultant, he is also a strategic partner of Apex Consultants Ltd in Hong Kong, offering cost-effective HR solutions to all clients across Asia Pacific, including the development of the "Service Excel Series".