

## **Carina Tien - Profile**



**Carina Tien**  
**Founder, Master Coach, Voice Specialist,**  
**Cognitive Behavioral Coach / Life Coach**  
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### **KEY EXPERIENCE:**

Carina Tien, the Founder of **The Voice Room** (<http://www.the-voice-room>) has been in the entertainment business since 1987. She has maintained a private practice, teaching voice and speech since 1992 and has established The Voice Room in 2003.

Often regarded as a powerful presenter, Carina takes keen interest in research and development of workshops, keeping in mind various organizational behaviour and work habits of participants. Her conviction with regard to potential in every human being to excel beyond his imagination is very strong and forms the basis of her training. The key to success is the belief in themselves. She evokes a positive self-response within individuals, so that they start believing in their own capabilities. It gives her immense pleasure to witness her audience's paradigm shift during and after the workshops.

Her mission in life is to assist individuals flourish and progress even during extreme stress and adverse circumstances and also be a source of positivity and inspiration for the community and colleagues around them.

Carina has conducted numerous workshops for both the MNCs and SMEs. She has also been interviewed in the media such as News Radio 93.8 Live and Pop Radio Station 933. Carina also contributes articles to the Straits Times Career Guide. She has been nominated for the Spirit of Enterprise Award 2014.

Carina received her Degree in Business & Human Resource Management from UK. She also possesses a Diploma in Communication Studies and a Diploma in Image Consulting, awarded by The Institute of Image Consulting, accredited by NCFE, UK

A certified teacher/coach, Carina is also awarded with a Diploma in Teaching English to Speakers of Other Languages (TESOL) from UK and an Advance Certificate in Training & Assessment (ACTA), accredited by the Workforce Development Agency, Singapore. Carina is a strong believer in "life long learning" and had attained a Professional Diploma in Cognitive Behavioral Therapy, accredited by NCFE, UK and a Certificate in Practical Counseling by the School of Counseling Singapore.

Carina is a Certified Master Life Coach and NLP Practitioner and is effectively bilingual in English and Mandarin.

**PAST WORKS:**

**TRAINING / WORKSHOP**

**Voice, Speech & Presentation Programs:**

- English Pronunciation and Accent Reduction Training – Telecommunications Ltd
- English Pronunciation and Accent Reduction Training – Energy Market Company
- English Pronunciation and Accent Reduction Training – Metta School
- Vocal Projection Workshop – St Ignatius Church
- Voice Projection Training for Teachers - Madrasah Aljunied Al Islamiah
- Voice Care for Teachers – Nanyang Polytechnic – Ongoing Workshop (Train-the-Trainer: To date: 230 educators)
- Voice and Oral Presentation Workshop – ACCA
- Voice and Speech Training – SMRT (Train-the-Trainer: Total 70 trainers)
- Power Speech and Presentation – Shinryo Singapore Pte Ltd
- Power Speech and Presentation – ST Kinetics
- Power Speech and Presentation – Venture Corporation (Malaysia)
- Power Speech and Presentation Training – Lee Kong Chian School of Medicine
- Speech and Presentation – LanWorks Singapore Lte Ltd
- Speech and Presentation – National Environment Agency
- Stress and Intonation Training – Singapore Telecommunications Ltd
- Stress and Intonation Training – Metta School
- Speech and Presentation Training for Thailand Sales Manager - Jebsen & Jessen (SEA)
- Speech and Presentation Training – MINDS - (Train-the-Trainer: Total 85 trainers)
- Speech and Presentation Workshop – Energy Market Company
- Training & Facilitation Skills – HR Skills (Train-the-Trainer Program)
- Oral Presentation Workshop – NTU
- Oral Presentation Skill – Raffles Institute
- Power Speech and Presentation – eTiQa Insurance
- Power Speech and Presentation – Jamiyah Singapore

**Communication Skills Programs**

- Effective Communication Skills - YKK Singapore
- Effective Communication Skills in the Workplace – Gathergates Singapore
- Effective Teleconferencing Skills – IBM Singapore
- Effective Interpersonal Skills – HRM Skills
- Effective Negotiation Skills – HRM Skills
- Interpersonal and Communication Skills – Catholic Junior College
- Telephone Techniques – National Neuroscience Institute
- Telephone Techniques - Singapore Police Force
- Salary Negotiation and Job Evaluation – MDIS
- Assertive Skills for Work Success - SHRI
- eTiQa Insurance

**Customers Service Training Programs**

- Excel in Customer Service – MINDEF Ongoing Workshop (has trained over 2,500 servicemen since 2009)
- Winning Customers' Heart with Great Customer Service – MINDEF – CMD
- How to Say No to Customer – NTU
- Achieving Customer Service Excellence – Sony South East Asia
- Handling Customer Service Workshop – Executive Counseling Training Academy
- Handling Difficult Customers – Aalst Chocolate Pte Ltd
- Handling Difficult Customers – Abwin Trading Pte Ltd
- Handling Difficult Customers – HRM Skills
- Customer Services Skills for HR Professionals – HR Skills
- Customer Service Excellence: Basic Service Champions Workshop – Louisiana Kitchen (Popeyes)
- Handling Difficult Customers - Association of Small and Medium Enterprises
- Telephone Customer Service Training – Sengkang Methodist Church

**Other Soft Skills Programs**

- Team Briefing - Contact Centre Association of Singapore
- Networking & Etiquette Workshop - HRM Skills
- Effective Time Management Workshop – HRM Skills
- Corporate Makeovers for Ladies – HRM Skills
- Effective Time Management Workshop – PeoplePlus Training & Consultancy
- Success in Job Hunting - MDIS
- Achieving Personal Effectiveness through Good Habit – NTU
- Personal Branding for Career Success – NTU
- Cross-Cultural and Business Etiquette Workshop – Semcorp Industries Ltd
- Goal Setting and Personal Effectiveness – Multivac Pte Ltd
- Goal Setting and Personal Effectiveness – HRM Skills
- Effective Goal Setting – CDAC
- Business Networking – Association of Small and Medium Enterprises
- Conflict Management – eTiQa Insurance
- Projecting a Professional Business Image – eTiQa Insurance
- “Emotional Intelligence” – National Bank of Kuwait Singapore
- “Time and Stress Management” - Chinese Development Assistance Council
- “Emotional Intelligence” - “Time and Stress Management” - Chinese Development Assistance Council
- “Effective Negotiation Skills” – Singapore Bank of Kuwait

**LUNCH HOUR TALKS**

- “Power of Voice” - Lions Club
- “Power of Voice” – Singapore Association of Administrative Professionals
- “Building Success Through the Law of Attraction” – Commerzbank
- “Change Your Mind, Change Your Life” – Commerzbank
- “Effective Time Management and Work-Life Balance” – Commerzbank
- “Change Your Mind, Change Your Life” – GIC
- “Effective Time Management and Work-Life Balance” – GIC
- “Building Positive Workplace Relationship” – Abitex Designs (S) Pte Ltd
- “Managing Your Thoughts” – Abitex Designs (S) Pte Ltd
- “Achieving Personal Effectiveness” – Association of Small and Medium Enterprises
- “The Art of Assertiveness” - Association of Small and Medium Enterprises
- “Personal Goal Setting & Positive Self Talk” – Association of Small and Medium Enterprises
- “Project Professional Image for Business” - Association of Small and Medium Enterprises
- “The Art of Self-Branding” - Association of Small and Medium Enterprises
- “Effective Time Management” - Association of Small and Medium Enterprises
- “Improving Interpersonal Skills” – Association of Small and Medium Enterprises
- “Creating a Harmonious Work-Life” – MSIG Asia
- “Voice Care for Teachers” – Nanyang Polytechnic
- “The Art of Assertiveness” - Mapletree Investments Pte Ltd
- “Effective Time and Stress Management – eTiQa Insurance
- “Building Self-Esteem and Positive Workplace Relationship – eTiQa Insurance
- “Change Your Mind, Change Your Life” – eTiQa Insurance
- “Voice Projection for Speech” – Firmenich
- “Emotional Intelligence” - PAREXEL International (Singapore) Pte Ltd
- “Voice Care for Educators” - Seeds Learning Place @ Tides Pte Ltd

**Past Working Experience**

**International Swaps & Derivatives Association, ISDA (US Financial Association) –  
Manager, Education and Member Relations**

**Tenure of service: 5 March 2005 to 9 November 2008**

1. Conduct on-job-training to new membership executives
2. Presentation of company profile to members at seminars
3. Regional membership development and relations (for Asia Pacific)

## ***Carina Tien - Profile***

### **O' Connors Singapore Pte Ltd (Local MNC) – Executive Manager**

**Tenure of service: January 04 to January 05**

1. Plan training programs for all levels of staff
2. Conduct orientation programs and induction training for new staffs
3. Training coordination
4. Overall office management

### **Prudential Assurance Singapore – Financial Consultant**

**Tenure of service: August 2000 to December 03**

Insurance sales and policy account handling

### **Carpenter Technology Asia Pacific Pte Ltd (US MNC) – Office Manager**

**Tenure of Service: September 97 to August 2000**

1. All aspects of office management including corporate secretariat matters.
2. Assist in HR administration such as recruitment and selection, performance appraisal and training coordination
3. Conduct orientation programs for new hires.
4. Administrative support to sales department.
5. Secretarial support to Business Development Director

### **Black & Decker Asia Pacific Pte Ltd – HR & Training Manager**

**Tenure of service: August 93 to September 97**

1. Conduct orientation programs and induction training for new staffs
2. Assist in conducting Training Needs Analysis to determine training needs for staff.
3. Assist in collating and administering the Total Training Plan and ad-hoc applications to ensure staffs are scheduled to attend training.
4. Assist in industrial attachments and visit to ensure that both students and the organization benefit from the program
5. Apply and administer SDF applications.
6. Collate training evaluation reports to ensure training effectiveness.
7. Provide overall HR support to the department

## **Carina Tien - Profile**

### **Academic Qualification and Achievements:**

2016 - Psychology at Work by University of Western Australia on Coursera  
2012 - Certificate in Practical Counseling – School of Counseling Singapore  
2012 - Professional Diploma in Cognitive Behavioral Therapy, NCFE, UK  
2010 - Diploma in Teaching English to Speakers of Other Languages (TESOL), London  
Teacher Training College

2010 - Certified NLP Practitioner – University of NLP  
2010 - Diploma in Image Consulting – Institute of Image Consulting, UK  
2009 - Certified Life Coach by Life Coach Institute  
2009 - Advanced Certificate in Training and Assessment (ACTA) - WDA  
2008 - Coventry University, UK - Bachelor (Hons) in Business & Human Resource  
Management

College of Insurance } Certificate in Health Insurance (2002)  
                                  } Certificate in Investment-Link Insurance Product (2001)  
                                  } Certificate in Life Insurance (2000)

1996 PSB Academy - Diploma in Business Administration  
1994 Institute of Advertising - Diploma in Communications Studies  
1993 International Advertising Association - Advertising Diploma  
1990 London Chamber of Commerce - LCCI in Marketing  
1985 Cambridge International - GCE 'O' Levels Examinations Board

### **Affiliated Association:**

Member of the Voice and Speech Trainers Association (VASTA)  
Member of the International Coach Federation (ICF)