

Novas Academy Sdn Bhd

TRAINER'S PROFILE



MOHD ILHAM BIN MD TARIP
Speaker | Coach | Trainer

INTRODUCTION

Mohd Ilham Bin Md Tarip is an HRD Corp Accredited Trainer with strong expertise in customer service excellence, leadership development, and aviation regulatory compliance. With extensive experience in the aviation industry, he specialises in developing service culture, enhancing leadership capabilities, and improving operational service standards within organisations.

LICENSE

- HRD Corp Accredited Trainer
- Competent Trainer CAD 14, CAD 19, NOTAM, AIP, CRI, WHMP, Customer Service Excellence, Leadership Development

EXPERIENCE

Trainer (2022 – Present)

- Conduct competency-based workshops for aviation and service industry professionals (CAD14, CRI, etc)
- Support operational safety audits and regulatory inspections

Instructor (2009 – 2014)

- Managed frontline customer engagement and complaint resolution
- Handled customers with special needs

QUALIFICATIONS

- Diploma in Law (Syariah & Civil) – Kolej Universiti Islam Pahang Sultan Ahmad Shah
- Relevant coursework in Customer Relationship Management, Risk & Management Principles, Leadership Theories, and Airport Operational Safety & Compliance