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SCAN CODE TO VERIFY



Call Centre Agent Certificate

PROUDLY PRESENTED TO

WENDY YIKA

Course Modules

Call Centre Operations • Customer Service Fundamentals • Product Knowledge and Sales Techniques • Communication and Interpersonal Skills • Quality Assurance and Compliance • Time Management and Organization • Performance Management • Industry Trends and Best Practices

22 October 2024

DATE

A handwritten signature in black ink, appearing to read "Wendy Yika", written over a horizontal line.

SIGNATURE

EduCourse Director