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# Call Centre Agent Certificate

PROUDLY PRESENTED TO

**NKULULEKO KOFI**

## 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

20 February 2026

DATE

A handwritten signature in black ink, appearing to be "D. Kofi", written over a horizontal line.

SIGNATURE

EduCourse Director

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