



Customer Service Consultant Certificate  
PROUDLY PRESENTED TO  
**NCEDEKA MTUMANI**

Course Modules

Customer Service Overview • Communication Skills • Understanding Customer Needs • Product Knowledge • Problem Solving and Decision Making • Technology and Tools • Handling Difficult Customers • Professionalism and Etiquette • Continuous Improvement • Regulatory Compliance and Ethics

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DATE

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SIGNATURE  
EduCourse Director