

TRAINING CERTIFICATE

Hazelyn Y. Sorila

Applicant



Technical Education and Skills Development Authority and E-TECH GLOBAL TRAINING ACADEMY INC.

Present this

Certificate of Training

to

HAZELYN Y. SORILA

TESDA Scholar

Training for Work Scholarship Program (TWSP)

UU: SHY-02-633-08037-001

after having successfully completed the competency requirements of a full qualification in

Contact Center Services NC II

CTPR No: 20200837ICTCCS214062

Duration 144 hours

Given this 8th of January 2024 at Unit 314 & 319 Dynasty Square P. Zamora St., Brgy. 17, Tacloban City, Leyte


ELEONOR P. BERONDA
Registrar


SEC. SUHARTO T. MANGUDADATU, Ph. D.
TESDA Director General


MARIE KRISTINE D. REYES
School Administrator

COMPETENCIES COMPLETED

Basic Competencies

- Participate in workplace communication
- Work in a team environment
- Practice career professionalism
- Practice occupational health and safety procedures

Common Competencies

- Apply quality standards
- Perform computer operations

Core Competencies

- Communicate effectively in English for customer service
- Perform customer service delivery processes
- Demonstrate ability to effectively engage customers

Actual Date of Training

Start of Training: 11/30/2023

End of Training: 1/8/2024

Certificate No: 2024-08-37-001424



**Sa TESDA
Lingap**
by Maasahan