



Technical Education and Skills Development Authority and PHILIPPINE CALL CENTER INSTITUTE INC.

Present this

Certificate of Training

to

ARVIC BUMAGAT ARTIGAS

TESDA Scholar

Training for Work Scholarship Program (TWSP)

ULI: AAB-97-130-08037-001

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

Contact Center Services NC II

CTPR No: 20210837ICTCCS214057

Duration 144 hours

Given this 5th of July 2023 at 2nd Floor, Llorele Holding Corporation Bldg., Corner Cata-ag and Bonifacio St., Ormoc City


MA. LUISA B. VELASCO
Registrar


MARIE ANTHONETTE R. TAN
SCHOOL ADMINISTRATOR


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

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

Scan QR Code
to validate this
Certificate



Actual Date of Training

Start of Training: 5/24/2023
End of Training: 7/5/2023
SO Number: 0837-ICTCCS214-0789-2023
Certificate No: 2023-08-37-023589

