



# CERTIFICATE OF COMPLETION

This certifies that

**NIRMAL ADHIKARI**

has completed the following course from Skill Lab.

***Customer Service Representative (CSR)  
(4 Days, 2 Hours Per Day)***

*The topic covered various key elements of CSR, Scope and Opportunities, CSR Channels, CSR Platforms, Soft Phone Mechanics, Skills of a Good CSR, Evaluation Metrics for CSR, Complaint Categorization, Approaches to Handle Complaints, were covered in this course. As a result, participants have a thorough understanding of CSR, Careers Growth on CSR and its functionality.*

**26th May, 2023**

**Ms. Kabita Poudel**

Customer & Seller Care Lead  
Daraz Nepal

**Ms. Sudichhya Rajbhandari**

Manager - Partners Success  
Skill Lab