



Technical Education and  
Skills Development Authority



and CENTER FOR INTERNATIONAL  
INDUSTRIES COMPETENCE  
CORP.

Present this

# Certificate of Training

to

**MARK JHON LOYD ISIDRO CAMPANO**

TESDA Scholar

Training for Work Scholarship Program (TWSP)

ULI: CMI-03-171-13088-001

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

## Contact Center Services NC II

CTPR No: 20181314ICTCCS214243

Duration 144 hours

Given this 17th of June 2023 at 4/F 656 Del Monte Ave., Brgy. Talayan, Quezon City

  
**JAYSON E. GAMBAN**  
Registrar

  
**ARRISH C. ALTAVANO**  
School President

  
**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: 5/27/2023  
End of Training: 6/17/2023  
SO Number: 1314-ICTCCS214-0476-2023  
Certificate No: 2023-13-88-002434

