



This certificate is presented to

TIDKE ASHOK TATERAO

for the completion of

**Tricks of the trade: Adapt to the caller's skill
level (Course 1: Communication Skills)**

(ILB-PZXKNGMEDYGQ2767)

According to the IBM Learning Patterns system of record

Completion date: 10 Nov 2023 (GMT)

Learning hours: 15 mins