



This certificate is presented to
TIDKE ASHOK TATERAO

for the completion of

**Learn the lingo: How to work with angry callers
(Course 3: Problem Solving)**

(ILB-VQXXQEPZDVDV1Z72)

According to the IBM Learning Patterns system of record

Completion date: 13 Nov 2023 (GMT)

Learning hours: 10 mins