



This certificate is presented to

TIDKE ASHOK TATERAO

for the completion of

**Technical skills: Conversation skills for customer service (Course 4: Process Controls)**

(ILB-NKWWYZWJQQZR26JW)

According to the IBM Learning Patterns system of record

**Completion date:** 13 Nov 2023 (GMT)

**Learning hours:** 10 mins