



4 Courses

Introduction to Customer Service

Interacting with Customers

Call Center Customer Service

Preparing for Your Call Center Customer Service Role



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Al Rey Villagracia

has successfully completed the online, non-credit Professional Certificate

CVS Health Call Center Customer Service

A career in customer service requires mastery of tangible people and communication skills. This program balances interpersonal and team skills with tasks executed in a call center customer service environment to prepare learners for success on the job. After completing this program you can demonstrate active listening, greeting customer, root cause analysis, de-escalation and prioritize tasks using time management skills. The program also optimizes a candidate for a position by allowing you to practice interview questions based on the material in each module, make observations in the community that can be drawn on in interviews, create a resume, and prepare an appropriate social media presence for a job search.

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

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