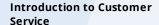


4 Courses



Interacting with Customers

Call Center Customer Service

Preparing for Your Call Center Customer Service Role



Jul 10, 2025

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.

Ricky La Customer Service Expert

Cory McLaren
Customer Service
Expert

Denielle Booth Customer Service Expert

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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