



Skills Covered

- Virtual Assistance
- Customer Service
- Technical Support
- Technical Sales
- Telemarketing
- Email Marketing
- Lead Generation
- Email Management
- Account Management
- WorkFlow Automation
- Calendar Management
- Cold Calling/Warm Calls
- Project Management Tools
- Telehealth and Credentialing
- Airbnb and Itinerary Management
- Customer Relationship Management
- Upwork and other Remote Platforms
- Appointment Settings and Scheduling
- Continuous Improvement and Support

CERTIFICATE OF COMPLETION

This certificate is proudly presented to

Okpala Florence Ujunwa

for the successful completion of the In-Demand IT Skills Training.

Certificate ID

DWSC13093

Issue Date

03/09/2025

OKEH EKWUTOSI CYNTHIA
Founder/Trainer