

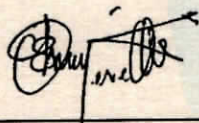
Customer Service Relationship Management

This is to Certify that

Oladele Deborah Olamide

*having undergone training covering the following customer service topics:
history & theory of CSRM, field concern & data collection, importance of
customer care, the call centre experience, responsibilities of customer
care, setting goals and standard of performance, identifying your
customer and walking the walk, delivery customer care,
developing communication skill,
keeping up the momentum.
Has met all the requirements as a*

Customer Service Officer



Engr.C.C Goodluck,
Msc, MNSE, MOSHA
Principal Consultant.



Training Coordinator

The content of this training conforms to national & international
best practices & standards in customer service care &
relationship management

Certificate no: CSRM1905.35

Date issued: 14.05.2019



Human Resources Management

...
Certificate

of
TRAINING COMPLETION

Awarded to

Oladele Deborah Olamide

For successfully meeting all the requirements as a

Human Resources Officer

Topics covered under this training are: *Meaning of Human Resources, Human resource functions, Organization culture, Strategic aspects of HRM, HR specialists, The HR manager, Industrial relations, The role of HR department, Effects of a good HR policy, Manpower planning,*

Responsibilities of HR department, recruitment and selection, Induction, Training and Employee Development, Health, Safety, Security and Welfare, Employee Counseling, Resignations and Retirement,

Motivation, Performance Appraisal, Remuneration, Personnel Records and Statistics

Training Coordinator

Engr. C.C. Goodluck, MNSE, COREN, MOSHA

Principal Consultant

OSHA Safety Consult Nig. Ltd

This training was organized by OSHA Safety Consult under strict adherence and conformity to the chartered Institute of Personnel Management of Nigeria & other international best practices and standards in Human Resources Management.

OSHA
SAFETY CONSULT



Issue Date.
06.05.2019

Cert No.
JFRJ905.16



Project Management Professional

Certificate

of

TRAINING COMPLETION

Awarded to

Oladele Deborah Olamide

As a formal evidence for demonstrated experience, knowledge & skills in achieving both medium and large scale business objectives in project management having successfully met all the requirements.

Engr. C.C. Goodluck, MNSE, COREN, MOSHA
Principal Consultant
OSHA Safety Consult Nig. Ltd

Cert No.
Q1904.19

Issue Date.
29.04.2019

Training Coordinator
OSHA Safety Consult Nig. Ltd

The content of this training conforms
with the Project Management Institute,
PML training standards.



This training was organized by
OSHA Safety Consult Nig. Ltd.
RC NO: 1267993
08063377995, 07018879977