



Student Transcript Report

Student Name: Silva, Carlos (Carlos.SilvaGomez@sitel.com)

Student Status: Active

Login Attempts: 196

Business Unit: QA21CC

Location: Panama City, Panama (Chanis)

Department: DIR COS-Comcast HSD/CDV Repair

Course Name	Class Name	Completion Status	Score	Register Date	Completion Date	CEU Credits	CEU Hours
10 Second Quality Offense	10 Segundo de Calidad 1/11/12 Cesar Moreno	Completed	0	12/26/2011	01/11/2012	0.00	0.00
100% Completion of Mentor Learning Plan		Completed	0	06/10/2011	01/20/2014	0.00	0.00
Action Planning	Planes de Accion 8/10/11 Cesar Moreno SPANISH	Completed	0	07/20/2011	08/10/2011	0.00	0.00
Anxiety Model	Default Class	Completed	100	08/06/2011	08/09/2011	0.00	0.00
Archiving and Storing Data, and Using IRM in Outlook 2003	Default Class	Completed	92	01/22/2012	01/22/2012	0.00	0.00
Associate Skills & Knowledge Enhancement Plan	WebEx Session - Associate Skills And Knowledge Enhancement Plan 11PM-1AM 1st Sept Gaurav	Completed	0	08/30/2011	09/02/2011	0.00	0.00
Blue Pumpkin / IEX Training		Completed	0	06/10/2011	01/20/2014	0.00	0.00
BTP Practical Application	BTP Practical Application - 4/30/13 - Nicole Klukas	Completed	0	03/29/2013	05/01/2013	0.00	0.00
BTT Section 1		Completed	0	08/06/2011	08/28/2012	0.00	0.00
BTT Section 2		Completed	0	08/06/2011	08/28/2012	0.00	0.00
BTT Section 3		Completed	0	08/06/2011	08/28/2012	0.00	0.00
BTT Section 4		Completed	0	08/06/2011	08/28/2012	0.00	0.00
BTT Section 5		Completed	0	08/06/2011	08/28/2012	0.00	0.00
BTT Section 6		Completed	0	08/06/2011	08/28/2012	0.00	0.00
Building a Coaching Environment	Construyendo un Ambiente de Coaching 8/10/11 Cesar SPANISH	Completed	0	07/20/2011	08/10/2011	0.00	0.00
Building and Leading Teams	Default Class	Completed	98	08/06/2011	08/05/2012	0.00	0.00
Business Coaching: Building the Coaching Relationship	Default Class	Completed	100	08/06/2011	12/01/2011	0.00	0.00
Business Continuity Training For Leaders	Default Class	Completed	100	11/23/2013	03/21/2014	0.00	0.00
Business Reviews (GMR, WBR & CBR)	Business Reviews with Arnel Castroverde 08/31/2011	Completed	0	08/18/2011	08/31/2011	0.00	0.00
Characteristics of Adult Learners	Characteristics of Adult Learners 08/30 - Lois	Completed	0	08/09/2011	08/30/2011	0.00	0.00
Coach 101	Coach 101- Rafael Acevedo-Managua- PM	Completed	0	04/05/2012	04/25/2012	0.00	0.00
Coach 102	Coach 102 Onsite MGA Morning - Linda Meza: 03/19/13 - 03/21/13	Completed	0	03/13/2013	03/22/2013	0.00	0.00
Coach Blitz	Coach Blitz - Marcos Gutierrez - 092011	Completed	0	09/21/2011	09/24/2011	0.00	0.00
Coach Certification	Coach Cert Clinic -Embassy Managua- 11/21-11/25 Cesar Moreno	Completed	0	11/18/2011	01/06/2012	0.00	0.00



Student Transcript Report

Coach Skills & Knowledge Enhancement Plan	Coach Skills and Knowledge Enhancement Plan - 5/2/13 - Nicole Klukas	Completed	0	04/08/2013	05/03/2013	0.00	0.00
Coaching: Building Relationships	Default Class	Completed	100	08/06/2011	12/01/2011	0.00	0.00
Communicating for Results	Default Class	Completed	100	10/04/2011	08/19/2012	0.00	0.00
Communication Business Etiquette	Default Class	Completed	93	01/22/2012	01/27/2012	0.00	0.00
Creating a Learning Environment	Creating a Learning Environment 08/29 - Lois	Completed	0	08/09/2011	08/29/2011	0.00	0.00
CTT Overview (CBT)	Default Class	Completed	100	06/08/2011	06/28/2011	0.00	0.00
Dar Feedback: una guía para directivos	Default Class	Completed	79	11/10/2013	08/16/2014	0.00	0.00
Deploying A Business Continuity Plan And Incident Management	Default Class	Completed	100	11/23/2013	04/14/2014	0.00	0.00
Effective Team-building Strategies	Default Class	Completed	84	08/06/2011	08/09/2011	0.00	0.00
Elements of a Cohesive Team	Default Class	Completed	84	08/06/2011	08/09/2011	0.00	0.00
Employee Sexual Harassment Awareness (on site HR)		Completed	0	08/06/2011	08/28/2012	0.00	0.00
Employee Sexual Harassment Awareness	Default Class	Completed	100	04/19/2012	08/26/2012	0.00	0.00
Energizing and Empowering Employees	Default Class	Completed	99	08/06/2011	12/05/2011	0.00	0.00
Enterprise Change Management Model v 3	Default Class	Completed	100	11/23/2013	08/16/2014	0.00	0.00
Ethics and Code of Conduct II	Default Class	Completed	100	04/27/2014	10/10/2014	0.00	0.00
Etiquette at the Business Meeting	Default Class	Completed	87	01/27/2012	10/12/2014	0.00	0.00
Etiquette for Supervisors	Default Class	Completed	89	08/06/2011	03/12/2012	0.00	0.00
Getting Past Clashes: Valuing Team Diversity	Default Class	Completed	93	08/06/2011	09/05/2011	0.00	0.00
GOS Educational Series - Deliver - Phase Revitalize! Renew! Refocus!	GOS Educational Series - Deliver - Phase Revitalize! Renew! Refocus! 01/31/2013 Kimberly	Completed	0	01/18/2013	02/01/2013	0.00	0.00
GOS Educational Series Hire Phase	Default Class	Completed	100	01/18/2013	10/10/2014	0.00	0.00
GOS Educational Series Develop Phase	Default Class	Completed	100	01/18/2013	10/10/2014	0.00	0.00
GOS Overview (CBT)	Default Class	Completed	80	06/10/2011	06/28/2011	0.00	0.00
How to Have Fun at Work	How to Have Fun at Work, Diluckshnie J	Completed	0	11/04/2011	01/12/2012	0.00	0.00
HR Corrective Counseling Training		Completed	0	06/10/2011	01/20/2014	0.00	0.00
Impact calculator	Impact calculator - Mar 28 - Diluckshnie Jayawardena	Completed	0	02/28/2013	03/28/2013	0.00	0.00
Induction Process	Induction Process 12/02 - Lois	Completed	0	11/04/2011	12/02/2011	0.00	0.00
Instant Coaching	Instant Coaching 08/30 - Lois	Completed	0	08/02/2011	09/12/2011	0.00	0.00
Interpersonal Communication: Targeting Your Message	Default Class	Completed	100	10/04/2011	08/19/2012	0.00	0.00
Intro to Business Objects	Intro to Business Objects 1/30/13 Cesar Moreno	Completed	0	01/18/2013	01/31/2013	0.00	0.00
Kronos 5 - Agent Process	Default Class	Completed	100	06/10/2011	06/28/2011	0.00	0.00
Kronos 5 Timekeeping	Default Class	Completed	100	06/10/2011	06/28/2011	0.00	0.00
Kronos 6 - Time Card Approval Process for Managers	Default Class	Completed	100	06/10/2011	06/29/2011	0.00	0.00
Kronos v5 - POL	Default Class	Completed	90	06/10/2011	06/29/2011	0.00	0.00
Leadership Essentials: Motivating Employees	Default Class	Completed	99	08/06/2011	12/05/2011	0.00	0.00
Leading Successful On-site Teams	Default Class	Completed	98	08/06/2011	08/05/2012	0.00	0.00



Student Transcript Report

Management Essentials: Developing Your Direct Reports	Default Class	Completed	97	08/06/2011	08/26/2012	0.00	0.00
Management Essentials: Managing a Diverse Team	Default Class	Completed	93	08/06/2011	09/05/2011	0.00	0.00
Managing AHT and Service Levels	Managing AHT and SL with Arnel Castroverde 7/20/2011	Completed	0	07/05/2011	07/20/2011	0.00	2.00
Managing Change	Managing Change 03/13 - Lois	Completed	0	03/06/2012	03/13/2012	0.00	0.00
Managing Conflict	Managing Conflict 2/7/12 Cesar Moreno	Completed	0	12/26/2011	02/07/2012	0.00	0.00
Managing Schedule Adherence	Managing Schedule Adherence with Hernani Aquino Pepi 6/30/2011	Completed	0	06/28/2011	07/02/2011	0.00	0.00
Managing Team Metrics	Poder del Individuo 08/04/11 Cesar Moreno SPANISH	Completed	0	07/20/2011	08/04/2011	0.00	0.00
Preventing Fraud V3	Default Class	Completed	80	06/10/2011	06/29/2011	0.00	0.00
Preventing High Turnover Rates: How to Keep the Best	Default Class	Completed	97	08/06/2011	08/26/2012	0.00	0.00
Preventing Problem Performance	Default Class	Completed	96	08/06/2011	09/04/2011	0.00	0.00
Queue Management for Coaches	Queue Management for Coaches 08/31 - Lois	Completed	0	08/02/2011	09/05/2011	0.00	0.00
RedZone & Intervention	RedZone and Intervention 1/4/12 Cesar Moreno	Completed	0	12/26/2011	01/05/2012	0.00	0.00
Retention	Default Class	Completed	97	08/06/2011	08/26/2012	0.00	0.00
Root Cause Analysis	Root Cause Analysis - 3/11/13 - Nicole Klukas	Completed	0	02/28/2013	03/12/2013	0.00	0.00
Security Awareness - Concienciación sobre la Seguridad (Sólo para empleados que trabajen en España)	Default Class	Completed	90	06/12/2014	08/16/2014	0.00	0.00
Security Awareness - Concienciación sobre la Seguridad (Sólo para empleados que trabajen fuera de España)	Default Class	Completed	100	08/16/2014	08/16/2014	0.00	0.00
Security Awareness v2	Default Class	Completed	90	10/11/2014	10/12/2014	0.00	0.00
Setting Effective and Achievable Goals	Default Class	Completed	100	06/10/2011	06/28/2011	0.00	0.00
Sitel's Performance Management Process Training for Managers	Sitel's Performance Management Process Training for Managers LATAM Spanish- Cesar Moreno 3/12/2014	Completed	0	03/05/2014	03/31/2014	0.00	0.00
SOX and Operations	Default Class	Completed	100	12/07/2012	12/12/2012	0.00	0.00
Successful Coaching Relationships	Default Class	Completed	100	08/06/2011	12/01/2011	0.00	0.00
The Manager as Coach and Counselor	Default Class	Completed	97	08/06/2011	08/26/2012	0.00	0.00
Time & Motion Study	Time and Motion Study - 6/4/13 - Nicole Klukas	Completed	0	05/02/2013	06/25/2013	0.00	0.00
Time Management	Time Management with Hernani A. Pepi 8/16/2012	Completed	0	08/14/2012	08/20/2012	0.00	0.00
Completed Courses: 83		Max Course Score: 100		Total CEU Credits: 0.00			
Incomplete Courses: 0		Min Course Score: 79		Total CEU Hours: 2.00			
Not Attempted Courses: 0		Average Course Score: 95.40					



Student Transcript Report

Total Number of Students: 1
Total Number of Courses: 83
Total Login Attempts: 196
Total CEU Credits: 0.00
Total CEU Hours: 2.00