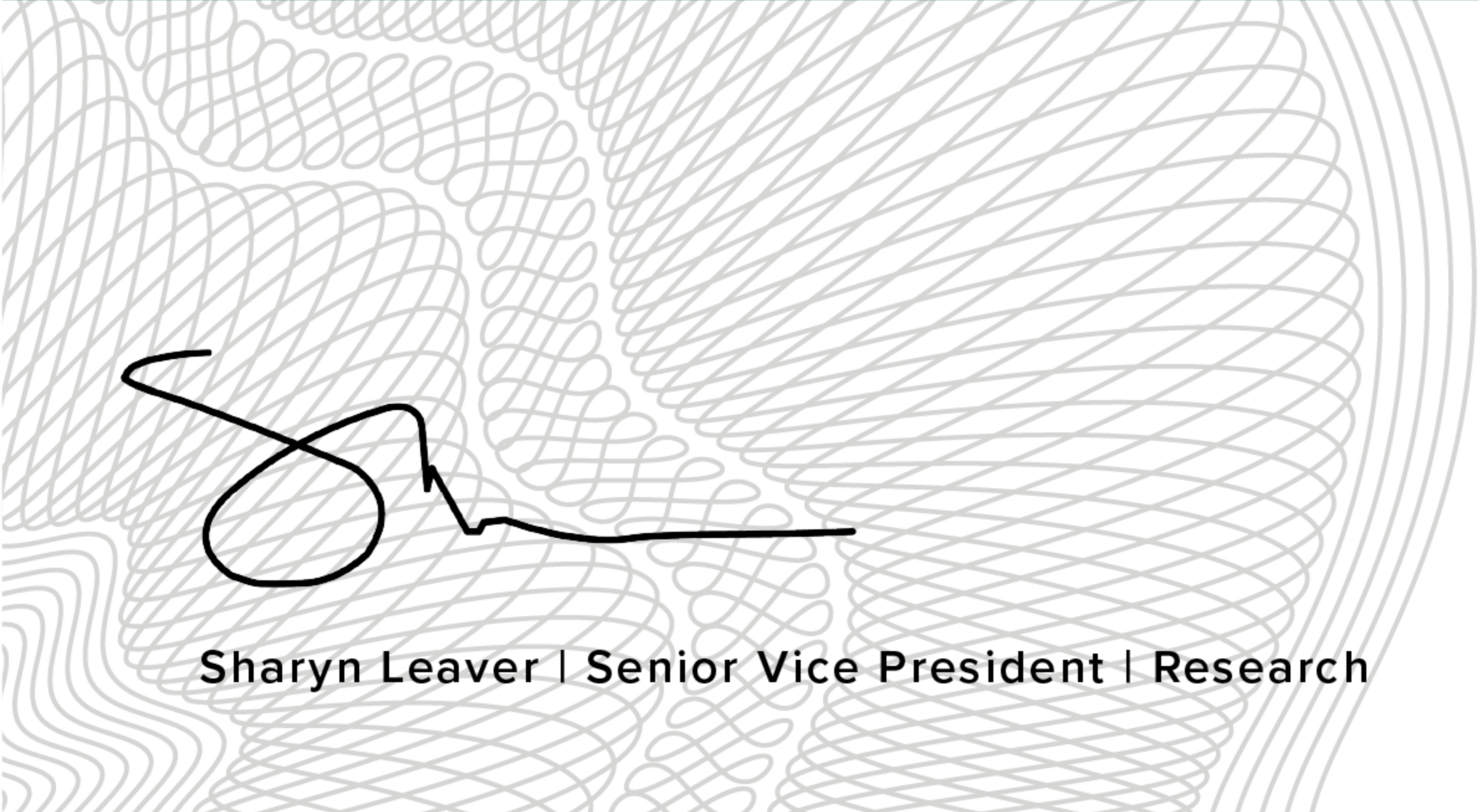


Having successfully completed the Forrester **Innovating Customer Experience** course, the bearer of this certificate has demonstrated knowledge, application, and experience in the discipline of customer experience and is hereby recognized as Forrester certified.

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