



Certificate no: UC-676dc230-5504-4ed2-89bb-593ef81690f6
Certificate url: ude.my/UC-676dc230-5504-4ed2-89bb-593ef81690f6
Reference Number: 0004

CERTIFICATE OF COMPLETION

Customer Service: Journey Mapping, CRM & Customer Retention

Instructors **Valentine Ifenna Okolo**

Nancy Roldan

Date **July 13, 2026**

Length **2.5 total hours**