

# Level Completion Certificate

This is to certify that:

**Abobaker Ahmed Khidir Hassan**

Successfully completed

## **Examining the customer's contact points**

This course discusses the customers journey and how a customer journey mapping is a powerful tool for finding weaknesses and opportunities in the customer experience.

A handwritten signature in blue ink, likely belonging to Dr. Hasan Shaker.

Dr. Hasan Shaker



Scan code to  
verify the  
certificate

25/7/2023