



Aug 31, 2025

Assad allah Abd alnaser Alebrahim

has successfully completed

Customer Service in the Age of Generative AI

an online non-credit course authorized by University of Virginia Darden School Foundation and offered through Coursera

A handwritten signature in black ink that appears to read "Rajkumar Venkatesan".

Rajkumar Venkatesan
Ronald Trzcinski Professor of Business Administration
Darden School of Business
University of Virginia

COURSE CERTIFICATE



Verify at:
<https://coursera.org/verify/5CZFKQAIRYAO>

Coursera has confirmed the identity of this individual and
their participation in the course.