



# Certificate of Completion

**PETER KENT C. HINOLAN**

has successfully completed the HP LIFE online course

## **Customer Experience (CX) for Business Success**

By completing this course, the above-named student has learned new skills including how to define customer centricity and its role in business strategy, recognize the definitions and effects of promoters and detractors, explore the relationship between net promoter score and business outcomes, and understand the importance of listening to customers with compassion.

Presented 10/15/2025

A handwritten signature in black ink, appearing to read "Stephanie Bormann".

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Stephanie Bormann  
Deputy Director, HP Foundation

Certificate serial number: 216d0d4a-b612-4774-a818-9fc241bf9006