

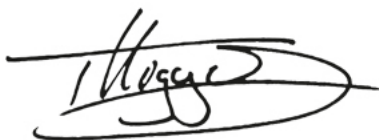


# ITIL® OPERATIONAL SUPPORT & ANALYSIS (OSA)

THIS IS TO CERTIFY THAT

**Gabriela Figueroa Reyes**

HAS COMPLETED THE ITIL OPERATIONAL SUPPORT & ANALYSIS (OSA) COURSE  
ON 4/10/19

A handwritten signature in black ink, appearing to read 'T Higgins'.

TOM HIGGINS  
E-LEARNING DIRECTOR  
GOOD E-LEARNING

A handwritten signature in black ink, appearing to read 'M Bates'.

MIKE BATES  
MARKETING DIRECTOR  
GOOD E-LEARNING