



SMOO AWARD

THIS CERTIFICATE IS PRESENTED TO

Michael Chen

IN RECOGNITION FOR ALWAYS GOING
ABOVE AND BEYOND TO ENSURE ISSUES
ARE RESOLVED

MICHAEL HAS BEEN PROFESSIONAL
AND RESPONSIVE TO OKTA/SSO-
RELATED ESCALATIONS. HE ALWAYS
GOES ABOVE AND BEYOND IN ENSUR-
ING THAT ALL ISSUES ARE RESOLVED
PROPERLY, INCLUDING REACHING OUT
TO THE OKTA VENDOR WHEN NEEDED.

LORI GARRIS

Signature (Tower Lead)

12/14/20

Date

MARIO PROVENZANO

Signature (SMOO Director)

12/14/20

Date