

CERTIFICATE OF COMPLETION

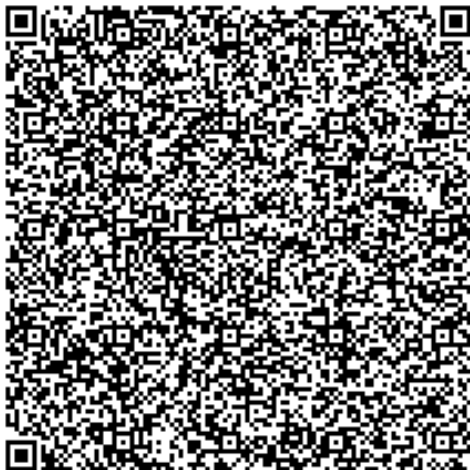
presented to

Riya Avasthi

for actively participating and completing the mandatory assignment related to

**Internship 5.0 (B3) AI-Enhanced Customer Support Ticket Resolution and
Proactive Issue Prevention System**

conducted from November 26, 2024 to January 31, 2025



Issued on: Tuesday, March 4, 2025
To verify, scan the QR code at <https://verify.onwingspan.com>

A handwritten signature in black ink.

Thirumala Arohi
Executive Vice President and Global Head
Education, Training & Assessment (ETA)
Infosys Limited