

IDEO



*IDEO's Online Learning Experience*

***Sandra Gatica***

*has completed the 5-week course requirements for*

# **HUMAN-CENTERED SERVICE DESIGN**

DESIGNING THE MOMENTS THAT MATTER

A handwritten signature in black ink, reading 'Melanie B'.

A handwritten signature in black ink, reading 'Ilya P.'.

Melanie Bell-Mayeda, Partner and Managing Director, IDEO; and Ilya Prokopoff, Partner and Managing Director, IDEO