CERTIFICATE OF COMPETENCY

IN THE FIELD OF CUSTOMER SUCCESS

THIS CERTIFICATE IS PROUDLY PRESENTED TO

Derrick Coleman

THIS CERTIFIES COMPETENCY IN CUSTOMER JOURNEY MAPPING, CUSTOMER HEALTH SCORES, HANDOFFS, TOUCH METHODS, KPIS AND METRICS, SUCCESS PLANNING, CADENCE CALLS, BENCHMARKING, INTERNAL STAKEHOLDER MANAGEMENT, RED ACCOUNT RECOVERY, EXECUTIVE BUSINESS REVIEWS, UPSELL/CROSS-SELL, RENEWALS, AND CHAMPION BUILDING

K. Leonor

KEVIN LEONOR
President and Founder

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