



CCSMP LEVEL 4 CERTIFICATE

We are delighted to award

Sharon Yap

Member ID: TR25I83E2A97

On This Date: **21 September, 2026**

With the status of:

**CERTIFIED CUSTOMER SUCCESS
MANAGEMENT PROFESSIONAL**

Certificate ID: 10C0E5FBDB448137746

A stylized black ink signature of Rick Adams.

Rick Adams

Co-Founder, Author of the Practical CSM Certification

