



CCSMP LEVEL 4 CERTIFICATE

We are delighted to award

Heather Gavranovic

Member ID: TR26C8B10BA1

On This Date: **31 July, 2026**

With the status of:

**CERTIFIED CUSTOMER SUCCESS
MANAGEMENT PROFESSIONAL**

Certificate ID: CF6349C770579359351

A stylized black ink signature of Rick Adams.

Rick Adams

Co-Founder, Author of the Practical CSM Certification

