PRACTICAL CSM ACADEMY

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

Rick Adams
Co-Founder, Author of the Practical CSM Certification