



THIS CERTIFIES THAT

Meghan Hanagan

HAS SUCCESSFULLY COMPLETED ALL REQUIREMENTS FOR THE

CERTIFIED CSM PROFESSIONAL (CCSMP) - LEVEL 5
RECERTIFIED THROUGH CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

SINCE CERTIFICATION, THE HOLDER HAS CONTINUOUSLY MAINTAINED AN ACTIVE PROFESSIONAL STATUS THROUGH CONTINUED PROFESSIONAL LEARNING AND ENGAGEMENT.

THIS DEMONSTRATES COMMITMENT TO ONGOING GROWTH AND THE PRACTICAL APPLICATION OF CUSTOMER SUCCESS MANAGEMENT BEST PRACTICES.

A handwritten signature in black ink, appearing to read 'M Malinowski', positioned above a horizontal line.

MAREK MALINOWSKI
CEO, PRACTICAL CSM

A handwritten signature in black ink, appearing to read 'R Adams', positioned above a horizontal line.

RICK ADAMS
EXECUTIVE DIRECTOR, PRACTICAL CSM