

# ISO/IEC 20000 IT SERVICE MANAGEMENT ASSOCIATE™

**SKILL**FRONT

HEREBY WE ARE PROUD TO AWARD OUR STUDENT

**FRANCISCO PEDRO DE OLIVEIRA  
JÚNIOR**

## ACCREDITED PROFESSIONAL CERTIFICATION

IN TESTIMONY THEREOF, AFTER FORMAL EVALUATIONS, WE CONFIRM  
THE DEMONSTRATED KNOWLEDGE AND OUTSTANDING SKILLS IN THE  
SUBJECT MATTER EXPERTISE OF THIS PROFESSIONAL CERTIFICATION.

08 NOVEMBER 2024

DATE

*Yeliz Obergfell*

AUTHORIZED SIGNATURE

74128810845619

AUTHORIZED CERTIFICATION ID