



CERTIFICATE

Presented by:  
Harvard Business Impact in  
collaboration with  
Capgemini

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**Ziggy Rafiq**

*has completed the program and understands the principles, approaches, and best practices presented in*

**Customer Focus**

A handwritten signature in black ink, appearing to read "Vinay Hebbar".

**Vinay Hebbar**  
Executive Vice President, Enterprise  
Harvard Business Impact