

This is to certify that

Susana Margarita Miranda

Has achieved the

**ITIL® Foundation certificate in IT Service
Management**

Effective from **17 March 2017**

Expiry date **N/A**

Certificate number **04128835-01-KRCC**

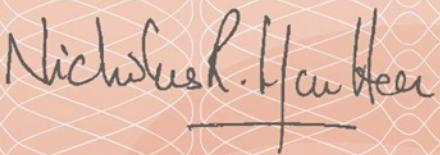
Candidate number **2000599286**

Signature



Peter Hepworth, CEO, AXELOS

Signature



Nick Houlton, COO, APMG International

This certificate remains the property of the issuing Examination Institute and shall be returned immediately upon request.