



## CERTIFICATE OF ATTENDANCE

This is to certify that

**ANA LAURA VÁZQUEZ RIVERO**

Has attended and completed the following Masterclass

**Masterclass on Customer Experience Strategy**

with Renée Richardson Gosline

February 19, 2025

A handwritten signature in black ink, appearing to read 'Re'.

Renée Richardson Gosline

Globally recognized expert in customer  
experience and AI at MIT Sloan

A handwritten signature in black ink, appearing to read 'Alberto S'.

Alberto Saiz

CEO WOBI