

# Certificate of completion

## Davorin Kacian



has successfully completed the **HP LIFE e-Learning**  
course on “**Customer relationship management (CRM)**”

Through this self-paced online course, totaling approximately 1 Contact Hour, the above participant actively engaged in an exploration of the customer relationship management (CRM) process, learning why a CRM tool is beneficial and how to use contact management software as a CRM tool for the participant's own business.

Presented April 25, 2014

A handwritten signature in black ink, reading 'J. Weisschuh'.

Jeannette Weisschuh  
Director, Global Education Strategy  
HP Sustainability & Social Innovation

A handwritten signature in black ink, reading 'Rebecca J. Stoeckle'.

Rebecca J. Stoeckle  
Vice President and Director, Health and Technology  
Education Development Center, Inc.

Certificate serial #1099201-423