

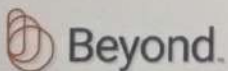


CERTIFICATE OF COMPLETION



This is to certify that Mr./Ms. Balaji K has completed the two-month **Genesys Academy Program** on March 31, 2025, a training initiative focused on building a foundational knowledge of Genesys Cloud. Throughout the program, the learner demonstrated his/her understanding of contact center administration, engaged with Genesys Beyond Training – including hands-on labs – and participated in weekly mentorship sessions with Genesys professionals.

This certificate highlights the learner's commitment to learning and his/her ability to apply Genesys Cloud skills in a practical environment.




Deepa Madhavan
VP Engineering & India Country Head