

NATIONAL CUSTOMER SERVICE ASSOCIATION



# CERTIFICATE OF COMPLETION

Proudly presented to

**Danielle Brown**

For successfully completing the course

**Mastering Effective Communication I**

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09/09/2024

Issued Date



A handwritten signature in black ink, appearing to read "C. Crutcher", written over a horizontal line.

**C. William Crutcher**  
President, NCSA