

# CERTIFICATE

Yana Kyrylyuk

was part of the customer service team at the international business and leadership seminar Nordic Business Forum 2023, held at the Helsinki Expo and Convention Center on September 27-28, 2023.

The job included looking after the seminar guests in customer service functions during the event. Preparations included three 4-hour training sessions with focus on delivering a world-class customer experience and other necessary arrangements at the venue ahead of the two-day event.

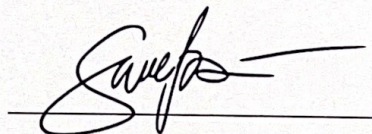
This certificate acknowledges the successful demonstration of the following in completing the assigned event duties:

- ◆ **proactive mindset**
- ◆ **creativity and problem-solving skills**
- ◆ **service-oriented attitude**
- ◆ **ability to work under pressure**
- ◆ **ability to take responsibility**
- ◆ **effective and proven English skills**

In Helsinki, October 10, 2023



Priit Liiv  
CEO  
Nordic Business Forum Oy



Salla Seppä  
Chief Customer Experience Officer  
Nordic Business Forum Oy

*The annual Nordic Business Forum is one of the leading business events in Europe, which brings together the world's brightest business minds and future business leaders. The theme of NBForum 2023 was Be the Change. Speakers included world-renowned leaders and thinkers in their respective fields, such as Patrick Lencioni, Tim Ferriss, Malala Yousafzai, Scott Galloway, Amy Webb, Jos de Blok and Rebecca Henderson. The event hosted 6,600 participants from over 50 countries, with an additional 20,000+ viewers tuning in through the live stream. The event was a resounding success and received high praise for its outstanding customer service standards with an average customer service rating of 5.7/6 from the attendees on a scale from 1 (weak) to 6 (excellent).*