



# CERTIFICATE OF RECOGNITION



Luis Melo

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Oracle RightNow Cloud Service 2016 Certified Implementation Specialist

THIS CERTIFIES THAT ABOVE NAMED IS  
RECOGNIZED BY ORACLE CORPORATION AS AN  
ORACLE CERTIFIED SPECIALIST

July 04, 2016

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DATE

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

DAMIEN CAREY  
SENIOR VICE PRESIDENT, ORACLE UNIVERSITY