



This certifies that

Luis Melo

has demonstrated the requirements to be

Oracle RightNow Cloud Service 2016 Support Specialist

on the date of

12 December 2016

Kari Gallagher
Vice President,
Oracle Sales and Partner Academy

A handwritten signature in black ink that reads "Kari Gallagher". The signature is written in a cursive style with a large, stylized initial "K".