

# JEAN-EMMANUEL NZI YAO

Successfully completed certification requirements for  
**Certified Implementation Specialist – Field Service  
Management**

–

Issued: October 23, 2024

Certification No. 25676405



---

**Jayney Howson**

Senior Vice President, Global Learning and Development  
ServiceNow

servicenow®

**THE  
WORLD  
WORKS  
WITH  
SERVICENOW™**