

This is to certify that

Jean-Emmanuel N ZI YAO

Has achieved the

**ITIL® 4 Specialist:
Monitor, Support and Fulfil**

Effective from **22 Nov 2023**

Renew by **22 Nov 2026**

Certificate number **GR465000557JN**

Candidate number **9980002387755382**



Byron Nicolaides
Chairman and Group CEO, PeopleCert

Printed on 24 November 2023

This certificate remains the property of the issuing Examination Institute and shall be returned immediately upon request.