



This is to certify that

Santosh Dhananjayan

has successfully completed the curriculum and demonstrated the understanding of the *Professional GBS®* guidelines, strategy and best practices, and in so doing demonstrated their ability to define, oversee and execute Business Services Operations, Strategy and Transformation.

Thereby, is presented the following credential:

CERTIFIED *PROFESSIONAL GBS®* MASTER

In testimony whereof, we have subscribed our signatures under the seal of the institute

CPGM Original Grant Date:

August 19, 2025

Certificate ID:

13F18ECAD-13F182A86-34024B9

Filippo Passerini
President

