



This is to certify that

John Pacquing

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:

April 13, 2026

Certificate ID:

1453C9530-1453B59F8-340BF6C

Filippo Passerini

Filippo Passerini
President

