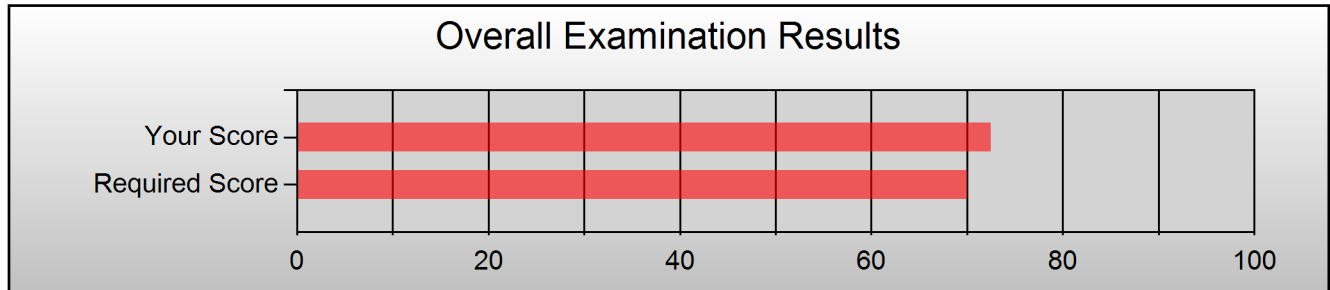


Exam Summary for Candidate

Candidate: **Mikhail Gavryuchkov**
Candidate ID: **978109**
Exam Date: **26 Mar 2015**
Exam Time: **02:30 PM**
Your score: **73%**
Result: **Pass**

Exam Location: Sunnyvale, CA
Training Provider: Dream Catchers Inc.
Exam Type: Intermediate
Exam Name: Service Operation

Important: Do not destroy this document. This letter is proof of your certification. It can be used as your pre-requisite evidence to participate in further training.



Passing Score: 28/40 (70%)

Your Score: 29/40 (73%)

Grade: Pass

Category	Number Correct
Challenges, Critical Successful Factors and Risks	5/5
Common SO Activities	5/5
Intro to SO	1/5
Organizing for Service Operation	10/10
SO Processes	8/15

A hard copy of your certificate and lapel pin is available upon email request to results@loyalistexams.com. Please indicate your session ID and confirm your LCMS profile is up to date before emailing your request. A correct profile with accurate mailing information is necessary to ensure effective delivery. Due to inconsistencies with postal delivery, please allow 6 – 8 weeks for delivery.

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