



This certificate confirms that

*Julie Sternhagen*

has successfully completed the WOM & Social Media course of study of the Word of Mouth Marketing Association and is therefore awarded this

## **WOM Social Customer Care Certificate**

Given this 20<sup>th</sup> day of August, 2010

Kristen L. Smith, CAE  
Executive Director  
WOMMA

Paul Rand  
President  
WOMMA