



Nespresso CRC



December 2, 2025

Fundamentals of Knowledge Management

Level: Foundations

This document certifies that **Ingrid Castillo Reyes** has completed the training "Fundamentals of Knowledge Management"

Course summary: Completed foundational training on KM principles and the role of knowledge in delivering consistent, high-quality customer service across CRCs.

provided by Nespresso CRC HQ

Reference Number: 1568618411387992

You can also find this document on the Internet at the following address: <https://skillseed.nespresso.com/redirect/api/certification/1568618411387992>

Jaime Mur
Global Retail and CRC Head

A stylized, handwritten signature in black ink, consisting of a large, sweeping 'J' followed by several horizontal strokes.

Constance Toussaint
Global CRC Lead

A handwritten signature in black ink, featuring a large, elegant 'C' followed by a series of loops and a horizontal line at the bottom.

Angela Sotoreanu
Global CRC Strategy Manager

A handwritten signature in black ink, written in a cursive style that reads 'A. Sotoreanu'.