

Virtual Seminar

# DIGITAL-FIRST CUSTOMER EXPERIENCE

*Delivering Excellent Digital-First Customer Experience as a Competitive Advantage in Digital Era*

No. 8962/SDM10/EB-DEK/2020

## CERTIFICATE

This certificate is presented to

**Novia Mega Pratiwi**

**Peserta**

*Digital-First Customer Experience Virtual Seminar*

*“Delivering Excellent Digital-First Customer Experience as a Competitive Advantage in Digital Era”*

Bandung, October 23th 2020



**Dr. Ratri Wahyuningtyas, S.T., M.M.**

Dean School of Economics and Business  
Telkom University



**Annisa Nurbaiti, S.E., M.Si.**

Chairperson of Virtual Seminar  
Digital-First Customer Experience



bhz30-vs0db47zf-h8td95k