

## CERTIFICATIONS





**iHELP**  
COACHING AND BUSINESS SOLUTIONS INCORPORATED  
Your Partner in Life, Career and Business Greatness

confirms that

**MAI GRACE C. VIRAY**

has successfully completed the training requirements and the courses set by its Board of Directors and the Community of Certified Customer Experience Management Consultant, and hereby given the distinction of

**CERTIFIED CUSTOMER  
EXPERIENCE MANAGEMENT  
CONSULTANT**

Given this 15th of October 2023

Master Coach David C. Javier  
CCLSDC Community Manager

Coach Andrei P. Centeno  
Chief Operation Officer

John Ernest "Coach J.E.F." P. Fernandez  
Chief Executive Officer



Certified Customer Experience  
Management Consultant

2023-CCEMC-1015-0106



**iHELP**  
COACHING AND BUSINESS SOLUTIONS  
INCORPORATED



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COACHING AND BUSINESS SOLUTIONS INCORPORATED  
Your Partner in Life, Career and Business Greatness

confirms that

**MAI GRACE C. VIRAY**

has successfully completed the training requirements and the courses set by its Board of Directors and the Community of Certified Sales and Marketing Consultant, and hereby given the distinction of

**CERTIFIED SALES AND  
MARKETING CONSULTANT**

Given this 15th of October 2023

Master Coach David C. Javier  
CCLSDC Community Manager

Coach Andrei P. Centeno  
Chief Operation Officer

John Ernest "Coach J.E.F." P. Fernandez  
Chief Executive Officer



Certified Sales and  
Marketing Consultant

2023-CSMC-1015-0271



**iHELP**  
COACHING AND BUSINESS SOLUTIONS  
INCORPORATED

# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the

Vision Casting

Vision Casting

Given this 10th of October 2023

  
Dei Centeno

Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the

Cash Flow Management

Cash Flow Management

Given this 10th of October 2023

  
Dei Centeno

Chief Operating Officer





# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Training Needs Analysis

**Training Needs Analysis**

Given this 10th of October 2023

  
Dei Centeno

Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Talent Acquisition

**Talent Acquisition**

Given this 10th of October 2023

  
Dei Centeno

Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Strategic Planning

**Strategic Planning**

Given this 10th of October 2023

  
**Dei Centeno**

Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Performance Evaluation

**Performance Evaluation**

Given this 10th of October 2023

  
**Dei Centeno**

Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Brand Activation

**Brand Activation**

Given this 10th of October 2023

  
**Dei Centeno**  
Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Sales Generation Techniques

**Sales Generation Techniques**

Given this 10th of October 2023

  
**Dei Centeno**  
Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Marketing Strategies

**Marketing Strategies**

Given this 10th of October 2023

  
**Dei Centeno**

Chief Operating Officer



# CERTIFICATE

OF COMPLETION

This certificate is presented to

**MAI GRACE C. VIRAY**

For successfully completing the necessary training and requirements of the  
Office Administration

**Office Administration**

Given this 10th of October 2023

  
**Dei Centeno**

Chief Operating Officer





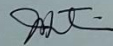
The Families of Victims of Involuntary Disappearance

CERTIFICATE OF PARTICIPATION

This certificate is given to

**MAI GRACE C. VIRAY**

For completing the **PUBLIC SPEAKING & LOBBY TRAINING** held at Ciudad Christia Resort,  
San Mateo, Rizal given this 21<sup>st</sup> of September, 2011



**JOSE MARIE T. FAUSTINO**  
Secretary General

**FIND**



**NILDA L. SEVILLA**  
Co-chairperson



This

*Certificate of Attendance*

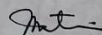
is presented to

**MAI GRACE C. VIRAY**

for her active participation

in the FIND-Central Luzon Fieldwork Volunteers Data-Gathering Orientation  
sponsored by the Families of Victims of Involuntary Disappearance  
held on April 18-19, 2013 at the Grotto Vista Resort, City of San Jose del Monte, Bulacan.

Given this 19<sup>th</sup> day of April 2013 in Bulacan, Philippines.



**JOSE MARIE T. FAUSTINO**  
Secretary-General



**Boldr.**

**Boldr.**

## CERTIFICATE

OF EXCELLENCE

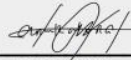
This certificate is awarded to

**Mai Grace C. Viray**

**Rockstar Rookie**

For performing exceptionally well with very little hand-holding, given this

November 5, 2023



Arvin Rolona  
Supervisor



## Certificate of Completion

is hereby given to

*Viray, Mai Grace C.*

For completing JPMC-RB Development Center Phase

Given this 18th day of January, 2020  
at the Teleperformance Site, Cebu IT Park, Cebu City  
Philippines

  
Paulyne Batulan  
PST Trainer  
Jennevie R. Advincula  
DQ Supervisor

John Michael Manganar  
Center Manager

Eric Jon Menguito  
Training Manager

Sharyen Cainoy  
Assistant Center Manager

 **Teleperformance**  
each interaction matters



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TRANSPORTATION  
LAND TRANSPORTATION OFFICE  
**NON-PROFESSIONAL DRIVER'S LICENSE**



Last Name, First Name, Middle Name

**VIRAY, MAI GRACE CANALEJA**

Nationality	Sex	Date of Birth	Weight (kg)	Height (m)
PHL	F	1996/12/30	48	1.57

Address

1-A SYRACUSE ST COR SPRATLEY-BLS-DON  
BOSCO CITY PARAÑAQUE CITY

License No.	Expiration Date	Agency Code
N02-19-015473	2023/12/30	N02

Blood Type	Eyes Color
O+	BLACK

Restrictions	Conditions
1	NONE

EDGAR C. GALVANTE  
Assistant Secretary

Signature of Licensee