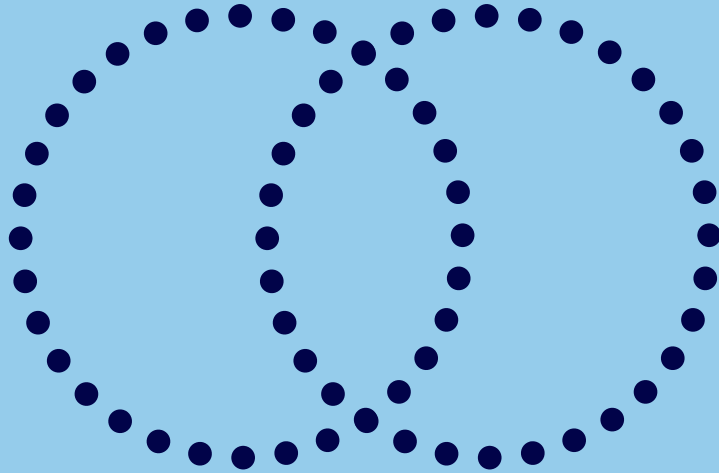




THIS CERTIFICATE IS PROUDLY AWARDED TO

**Shaeema Boer**

FOR SUCCESSFULLY HAVING PASSED THE EXAM FOR

# Introduction to Conversation Design

This course introduces the fundamentals of conversation design, teaching how to create AI assistants that are natural, engaging, and user-friendly. Learn key principles, workflows, and best practices to craft effective chatbot and voice interactions.

CERTIFICATE ID

689367cf3825f498830860e5

DATE OF ISSUE

08/06/2025

ISSUED BY

A handwritten signature in black ink, consisting of a series of loops and strokes, representing the name Hans van Dam.

**Hans van Dam**

Conversational Design Institute  
[www.conversationdesigninstitute.com](http://www.conversationdesigninstitute.com)

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