

Rene Herkt

Certified Mobile Support Engineer

Has successfully passed Fujitsu's Certified Mobile Support Engineer (CMSE) training, covering the following topics:

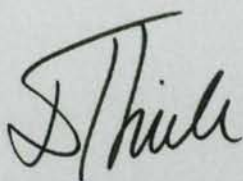
Mobile Products, Manageability, Security, Trends, Innovations, Service & Support

- Repair- and diagnostic information
- Hardware specifics, introduction of new systems
- Technology update, new chipsets, bios setup
- Software specials, diagnostic tools, recovery-concept
- Specialties of handling, hints & tricks, known issues, Troubleshooting, Practicals
- Practicals: New technology, fix errors, upgrade webcam, find spare parts, replace defect parts

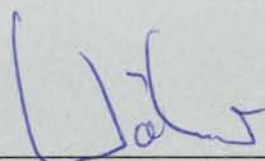
21.11.2011

Friedrichshafen, Germany

This certificate is valid for 12 months from date of issue.



Dirk Thiele
Head of Corporate Training Academy
Fujitsu Technology Solutions



Christoph Wöhner
Trainer
In behalf of Fujitsu Technology Solutions