" I'm an IT Product Analyst. The LUMA Practitioner and Facilitator Certifications have allowed me to increase the number of deploys and decrease the number of defects across the organization. I've been with the company for 14 years and I've seen true results in the human-centered design process. I believe in the LUMA/Mural combo so much, that I'm in the process of completing my LUMA Instructor Certification!

— Giovana OBuckley, IT Product Analyst, American Airlines

Source: Giovana OBuckley, IT Product Analyst, American Airlines

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