



IT Service Desk: Customer Service Fundamentals

Course completed by Ahmed Mesbah
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Top skills covered

IT Service Management

A handwritten signature in black ink, appearing to read "Shea H.", with a stylized flourish at the end.

Shea Hanson, Head of Learning Content Strategy



Certificate ID: 53b026be913ed9180ce69ef2b081d49d97835c749e8aed3d9798784f4fc96948