

9 Dec 2018

Dear EVANS MAMBO MWANIA,

Congratulations on completing the Cisco® **IT Essentials** course as part of the Cisco Networking Academy® program. This hands-on, lab-oriented course has prepared you for exciting career opportunities in the technology industry.

You have achieved student level credential for completing **IT Essentials**, and acquired the following capabilities:

- Select the appropriate computer components to build, repair, or upgrade personal computers.
- Explain how to correctly use tools and safely work in a lab.
- Install components to build, repair, or upgrade personal computers.
- Explain how to perform preventive maintenance and troubleshooting on personal computers.
- Install Windows operation systems.
- Perform management and maintenance of Windows operating systems.
- Configure computers to communicate on a network.
- Configure devices to connect to the Internet and Cloud services.
- Explain how to use, configure, and manage laptops and mobile devices.
- Explain how to configure, secure and troubleshoot mobile, OS X, and Linux operating systems.
- Install and share a printer to meet requirements.
- Implement basic host, data, and network security.
- Explain the roles and responsibilities of the IT professional.
- Troubleshoot advanced hardware and software problems.

In today's world, technical literacy is more important than ever, and Cisco is proud to provide you with the knowledge and skills necessary to build and maintain digital networks.

Keep up the great work and best wishes for continued future success.

Sincerely,



Chuck Robbins  
Chief Executive Officer  
Cisco