

# Certificate of Course Completion

*Jaime Ignacio Quintul Paredes*

has successfully achieved student level credential for completing the Hardware and Upgrade Support course.

The student was able to proficiently:

- Identify and troubleshoot common problems with computer hardware components and peripherals.
- Follow best practices for personal and equipment safety when working with computer components.
- Help users use built-in tools to check their computer's hardware and performance.
- Assist in identifying different types of ports and cables, explaining their functions and compatibility.
- Investigate common hardware issues, determine potential causes, and recommend solutions.
- Identify outdated components and decide when upgrades are needed.
- Show how to safely remove, replace, and upgrade hardware like RAM, drives, and power supplies.



Scan to Verify

*Lynn Bloomer*

Lynn Bloomer  
Director, Cisco Networking Academy