



9 Courses

**Introduction to Technical Support**

**Introduction to Hardware and Operating Systems**

**Introduction to Software, Programming, and Databases**

**Introduction to Networking and Storage**

**Introduction to Cybersecurity Essentials**

**Introduction to Cloud Computing**

**Practice Exam for CompTIA ITF+ Certification**

**Technical Support (IT) Case Studies and Capstone**

**Tech Support Career Guide and Interview Preparation**



Apr 24, 2025

**Lance de Beer**

has successfully completed the online, non-credit Professional Certificate

## IBM IT Support

Those who earn the IBM Technical Support Professional Certificate have completed 7 courses developed by IBM that include hands-on, practice-based assessments and are designed to prepare learners for entry-level roles in the field. Learners have a strong foundation in IT fundamentals, setup and configuration of hardware and software, programming basics, database fundamentals, cloud computing concepts, networking and cybersecurity essentials. They can also apply these skills for supporting customers to troubleshoot and resolve their technology related issues.

Rav Ahuja,  
Global Program  
Director,  
IBM Skills Network

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:

<https://coursera.org/verify/professional-cert/E6TEU1H72B7G>



Mar 16, 2025

Lance de Beer

has successfully completed

Introduction to Technical Support

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director,  
Skills Network

Amy Norton

COURSE  
CERTIFICATE



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Mar 18, 2025

Lance de Beer

has successfully completed

Introduction to Hardware and Operating Systems

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director  
IBM Skills Network

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Mar 25, 2025

Lance de Beer

has successfully completed

Introduction to Software, Programming, and  
Databases

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director  
IBM Skills Network

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Mar 24, 2025

Lance de Beer

has successfully completed

Introduction to Networking and Storage

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director  
IBM Skills Network

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Feb 21, 2025

Lance de Beer

has successfully completed

Introduction to Cybersecurity Essentials

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director  
IBM Skills Network

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Apr 11, 2025

Lance de Beer

has successfully completed

Introduction to Cloud Computing

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director,  
Skills Network

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Apr 13, 2025

Lance de Beer

has successfully completed with honors

Practice Exam for CompTIA ITF+ Certification

an online non-credit course authorized by IBM and offered through Coursera

Rav Ahuja  
Global Program Director  
IBM Skills Network

Roopa Raghavan

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WITH HONORS



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Apr 24, 2025

Lance de Beer

has successfully completed

Technical Support (IT) Case Studies and Capstone

an online non-credit course authorized by IBM and offered through Coursera

A handwritten signature in black ink, appearing to read "Rav Ahuja".

Rav Ahuja  
Global Program Director  
IBM Skills Network

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Apr 14, 2025

Lance de Beer

has successfully completed

Tech Support Career Guide and Interview  
Preparation

an online non-credit course authorized by IBM and offered through Coursera

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Rav Ahuja  
Global Program Director  
IBM Skills Network

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