



Certificate of Course Completion

Raul Coello

has successfully achieved student level credential for completing the *IT Customer Support Basics* course.

The student was able to proficiently:

- Learn the basic functions and purpose of a help desk.
- Practice creating records that summarize customer issues and solutions.
- Understand how to identify, troubleshoot, and fix issues step by step.
- Learn how to connect to and support user devices remotely. Use tools to find solutions and keep records updated.
- Assist with common issues in apps like email, collaboration tools, or productivity software.



Scan to Verify

Lynn Bloomer

Lynn Bloomer
Director, Cisco Networking Academy