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Dear MD. RIYAD MAHMUD

Congratulations on completing the **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.

By completing this course you have earned a Certificate of Completion for IT Essentials, and acquired competencies that include the following:

- 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.

Technological literacy is more important today than ever before, and Cisco is proud to provide you with the knowledge and skills necessary to build and maintain computers.

Please accept my best wishes for your continued success.

Sincerely,

A handwritten signature in cursive script that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.