



Certificate of Course Completion

Cisco | Networking Academy®
Mind Wide Open™

IT Essentials: PC Hardware and Software

During the IT Essentials: PC Hardware and Software course, administered by the undersigned instructor, the student demonstrated the following competencies:

- Define Information Technology (IT) and describe the components of a personal computer.
- Protect themselves, equipment and the environment from accidents, damage, and contamination.
- Perform a step-by-step assembly of a desktop computer.
- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process.
- Install and navigate an operating system.
- Upgrade or replace components of a laptop, printer, or scanner based on customer needs.
- Configure computers to attach to an existing network
- Apply good communications skills and professional behavior while working with customers.
- Perform preventive maintenance and basic troubleshooting.

Fernando Batres

Student

Fundación Kinal

Academy Name

Guatemala

Location

Pérez Molina, Jorge Samuel

Instructor

December 1, 2012

Date

Instructor Signature



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December 1, 2012

Dear Fernando Batres

Congratulations on completing the **IT Essentials: PC Hardware and Software** course as part of the Cisco Networking Academy. 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: PC Hardware and Software, and acquired competencies that include the following:

- Installation and navigation of an operating system
- Perform a step-by-step assembly of a desktop computer
- Installation of peripherals and multimedia capabilities
- Perform preventive maintenance and basic troubleshooting.
- Explain, install, navigate, perform preventive maintenance on, and begin troubleshooting a network, an operating system, a laptop, and a printer/scanner
- Upgrade or replace components of a laptop, printer, or scanner based on customer needs.
- Apply good communications skills and professional behavior while working with customers.

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 black ink that reads "John Chambers".

John T. Chambers
Chairman and Chief Executive Officer