Certificate Program in Tech Services Engineering

Duration – 80 Hours

Program Description

The TSE - Program is designed for professionals to enhance their expertise in analytics, automation, proactive monitoring, and predictive engineering. Learners will gain skills in data accuracy, statistical methods, visualization, and dashboarding to generate actionable insights. The program also covers automation with Python and RPA, real-time monitoring with alerting and Grafana dashboards, and predictive techniques for forecasting, optimization, and incident prevention—equipping participants to drive efficiency, reliability, and continuous improvement in their organizations.

Learning Goals

- Learn to apply statistical methods, regression, and predictive modeling for accurate data analysis and insights.
- Gain skills to build dashboards and visualizations that communicate trends and support decision-making.
- Develop the ability to automate repetitive processes using Python, RPA, and spreadsheets.
- Explore automation workflows for data analysis, reporting, email handling, and task scheduling.
- Apply proactive monitoring techniques with alerting rules and real-time notifications.
- Design and customize Grafana dashboards while leveraging monitoring data for incident management.
- Build predictive models for forecasting, maintenance optimization, and risk mitigation.
- Integrate predictive analytics into workflows to optimize performance and drive continuous improvement.

Course Topics

- Logistics
- Computer Science Fundamentals
- Data Analytics
- Automation
- Proactive Monitoring
- Predictive Engineering
- Capstone Project – Logistics Domain