



7 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**

**Technical Support Case Studies and Capstone**



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## MUKUNI MANZAMBI ARMEL

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.

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