



6 Courses

Introduction to Computers

Introduction to Secure  
Networking

Essential Aspects of  
Software, Hardware, and  
Data Backup

Cybersecurity and Privacy

The Microsoft 365 Ecosystem

Technical Diagnostics and  
Troubleshooting Techniques



Feb 21, 2026

**Prosper Kabosha**

has successfully completed the online Professional Certificate

# Microsoft IT Support Specialist

Now that you have completed the Microsoft IT Support Specialist Professional Certificate, you stand out with a unique set of skills and knowledge in the dynamic field of information technology (IT). This certificate demonstrates your job readiness and can be shared with your professional network. Throughout this program, you've engaged with instructional videos, assessments, and practical exercises, gaining a deep understanding of key aspects, including:

- Proficiency in system analysis and maintenance.
- Skills in software configuration and recommendation using the Microsoft 365 ecosystem.
- Practice in establishing robust security protocols.
- Expertise in diagnostics and troubleshooting.

*Marni Baker-Stein*

Marni Baker-Stein,  
Chief Content Officer

This certificate attests to the learner's completion of an online program delivered via Coursera. It does not constitute formal enrollment at any university or entity and does not itself grant academic credit, grades, or a degree. Institutions or organizations may, at their discretion, recognize this learning toward their own programs or credentials.

Verify this certificate at:

<https://coursera.org/verify/professional-cert/UC37ZDSBKOHW>