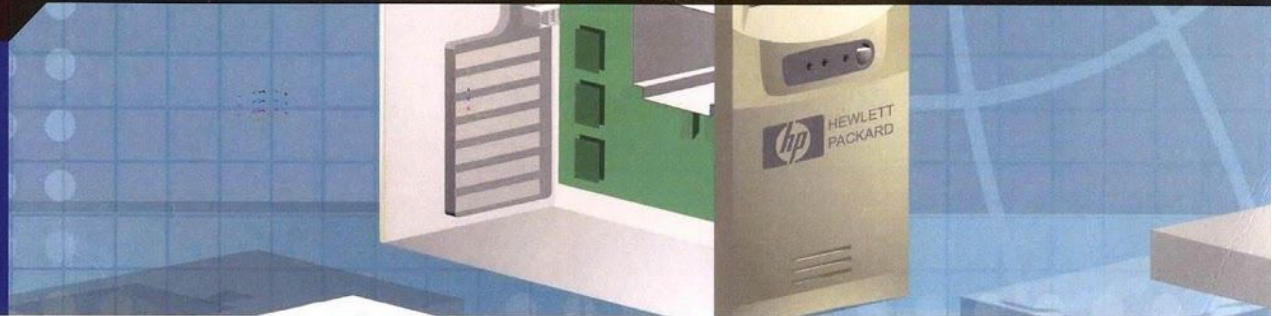


## Certificate of Course Completion

### IT Essentials I: PC Hardware and Software



Ismael Rodriguez Belliard

Date : December 23, 2006  
Instructor : Done, Jose  
Location : Santo Domingo  
Academy Name : Instituto  
Tecnologico De Las  
Americas

**During IT Essentials I, administered by the undersigned instructor, the student demonstrated the following competencies:**

- Build, configure, upgrade, and maintain a personal computer system.
- Diagnose and resolve problems of a personal computer system.
- Install and configure various computer peripheral devices.
- Setup, configure, and maintain a local area network.
- Resolve network connectivity problems on a local area network using a systematic troubleshooting approach.
- Install, configure, upgrade, and maintain Microsoft Windows operating systems.
- Diagnose and resolve problems using Microsoft Windows system tools.
- Utilize relevant workplace safety and environmental standards during computer maintenance.
- Effectively utilize a customer-oriented approach to resolve user problems.
- Provide computer hardware and software support based upon a set of standard and systematic diagnostic principles.

Instructor's Signature

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