



5 Courses

**Technical Support  
Fundamentals**

**The Bits and Bytes of  
Computer Networking**

**Operating Systems and You:  
Becoming a Power User**

**System Administration and  
IT Infrastructure Services**

**IT Security: Defense against  
the digital dark arts**



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**Timothy Franks**

has successfully completed the online, non-credit Professional Certificate

## Google IT Support

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

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.

Verify this certificate at:

<https://coursera.org/verify/professional-cert/GBJ38HMFZA4N>