



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



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Ervis Cela

has successfully completed the online, non-credit 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.

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.

Marni Baker-Stein

Marni Baker-Stein,
Chief Content Officer

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