Networking Academy

Certificate of Course Completion

Utsav Karki

has successfully achieved student level credential for completing the IT Customer Support Basics course.

The student was able to proficiently:

- *Learn the basic functions and purpose of a help desk.*
- *Practice creating records that summarize customer issues and solutions.*
- *Understand how to identify, troubleshoot, and fix issues step by step.*
- *Learn how to connect to and support user devices remotely. Use tools to find solutions and keep records updated.*
- *Assist with common issues in apps like email, collaboration tools, or productivity software.*





Scan to Verify

Lynn Bloomer
Director, Cisco Networking Academy

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