

List of Certification Skills for

# Computer Maintenance

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- ✓ Proficient in PC hardware and peripherals
- ✓ Proficient in mobile device hardware
- ✓ Proficient in networking and troubleshooting hardware
- ✓ Proficient in networking connectivity issues
- ✓ Proficient in networking in Applying core concepts and protocols such as IPv4, IPv6, DHCP
- ✓ Proficient in installing and configuring operating systems that includes Windows, iOS, Android, Apple OS X and Linux
- ✓ Proficient in addressing security issues and the fundamentals of cloud computing and operational procedures, desk top images and deployment to support IT infrastructures
- ✓ Proficient in supporting and securing access to data by properly using authentication, access control and encryption for an organization.
- ✓ Proficient as a Help Desk and technical support professional as a first line of defense for IT support
- ✓ Proficient in troubleshooting and able to follow and use decision trees for diagnosing, resolving and documenting common hardware and software issues across a variety of devices
- ✓ Proficient at Technical Support in applying principles of customer service to help resolve IT issues