

Certificate of Course Completion

Basem Alrifai

has successfully achieved student level credential for completing the Security and Connectivity Support course.

The student was able to proficiently:

- Diagnose and resolve connectivity issues involving services, peripherals, and shared resources.
- Support users in troubleshooting wired and wireless network problems.
- Identify common network types and understand basic network configuration.
- Explain the roles of IP addressing, default gateways, DNS, and DHCP in network communication.
- Use command-line tools to verify and troubleshoot user network connectivity.
- Recognize and respond to common cybersecurity threats and social engineering tactics.
- Understand the tools and techniques used by threat actors, including malware and network attacks.
- Describe the state of modern cybersecurity and common data loss vectors.
- Emphasize the importance of confidentiality policies and secure handling of sensitive information.
- Apply methods and best practices to help protect user and organizational data.



Scan to Verify

Lynn Bloomer

Lynn Bloomer
Director, Cisco Networking Academy