

# **BUSINESS TECHNOLOGY - BASIC TECHNICAL CERTIFICATE (BTC)\***

Explore More About This Program: <https://cwi.edu/program/administrative-specialist>

## **Program Learning Outcomes**

**Upon successful completion of this program, students will be able to:**

- Demonstrate and utilize the following types of software programs: word processing, spreadsheets, databases, and presentations.
- Integrate office information systems.
- Create advanced charts and tables.
- Design advanced documents.
- Perform data analysis and business intelligence.
- Set-up, moderate, and troubleshoot web meetings and phone conferences.
- Manage self-directed work groups and virtual teams.
- Conduct internet research.
- Manage social media.
- Evaluate “cloud” resources and electronic backup.