**UpSkilling Technology Program (Bilingüe)**

**Soft Skills Development and Interview Practices**

**Certifications: Microsoft AZ-900 / Cisco Certified Support Technician**

**Description**: This is a final preparation program designed to build on a series of developmental programs covering various technical topics with real case scenarios. This program focuses on developing the skills required for real-time interviews, including actual interview questions from different companies, both locally and internationally, for those interested in working abroad.

This program will equip you with all the necessary requirements to take in-demand certifications, significantly boosting your professional profile.

Additionally, the program incorporates real one-on-one interviews and personalized feedback, highlighting strengths and areas for improvement. Technical learners will benefit from the guidance of an experienced educator who will offer expert insights throughout the program. Furthermore, participants will have access to premium materials to reinforce the skills acquired during the program.

**Soft Skills Development and Interview Practices**

**Features:**

**Interview Fundamentals**

* Understanding Different Interview Formats
* Common Interview Questions and How to Answer Them
* Behavioral vs. Technical Interviews

**Technical Skills Review**

* Key Technical Concepts Recap
* Problem-Solving Techniques
* Hands-On Practice with Real Case Scenarios
* Mock Technical Interviews

**Soft Skills Development**

* Effective Communication Skills
* Building Confidence and Reducing Anxiety
* Professionalism and Etiquette
* Active Listening and Clarifying Questions

**Industry-Specific Preparation**

* IT Support and Help Desk Scenarios
* Network Engineering Challenges
* Cybersecurity Incident Responses
* Cloud Computing Case Studies

**International Job Market Preparation**

* Understanding Global Job Markets
* Cultural Differences in Interviews
* Preparing for Remote Interviews
* Networking and Job Search Strategies

**Real-Time Interview Practice**

* One-on-One Mock Interviews
* Group Interview Simulations
* Personalized Feedback and Improvement Plans
* Reviewing and Reflecting on Performance

**Microsoft AZ-900 Certification Preparation**

**Cloud Concepts**

* + Cloud Computing
  + Benefits of Cloud Services
  + Cloud Service Types

**Azure Architecture and Services**

* + Core Architectural Components
  + Azure Compute and Networking Services
  + Azure Storage Services

**Azure Management and Governance**

* + Management Tools
  + Governance Features
  + Privacy and Compliance

**General Security and Network Security Features**

* + Security Features
  + Network Security

**Azure Pricing and Support**

* + Pricing Models
  + Support Plans

**Cisco Certified Support Technician Certification Preparation**

**IT Support Job Tasks and Responsibilities**

* + Help Desk Concepts
  + Queue and Time Management
  + Documentation
  + Problem Solving Process

**Hardware Issues**

* + Safety Procedures
  + Device Information Tools
  + Ports and Cables
  + Component Installation and Upgrades
  + Troubleshooting Hardware Issues

**Connectivity and Resource Access Issues**

* + Network-Based Resource Access
  + Network Troubleshooting

**Security Threats**

* + Identifying Security Threats
  + Basic Security Measures

