Skills for Working as a Cloud Support Associate

Course Roadmap

This course addresses topics specific to cloud support, including overviews of the role itself, advice for those trying to land their first cloud support role, cloud support workflows, troubleshooting methodologies, root cause analysis, automation, and more.

MODULE 01

Understanding the Cloud Support Associate Role

What is a Cloud Support Associate?

Cloud support workflows

MODULE 02

Interviews with support professionals

What does a Cloud Support Associate do?

Customer Support Associate interview segments

MODULE 03

Customer support basics

Proactive support concepts
Customer support 101

The role of automation in Cloud Support

MODULE 04

Customer support techniques

Troubleshooting methodologies
How working in cloud impacts support processes

Steps to continue learning
Root Cause Analysis (RCA) concept
Generative AI and support