

## Capstone: Preparing to Work as a Cloud Support Associate

# Course Roadmap

The final course of the series focuses on building a portfolio to showcase your skills and projects. This course also includes some suggestions for approaches to search for a position, and then develop mock questions to prepare for upcoming interviews as you conduct your job search.

MODULE 01	<b>Review of CloudSupport Topics</b>	Support best practices Troubleshooting and escalating issues Soft skills	AWS Support options overview AI tools used in the support environment Evaluating customer-provided information
MODULE 02	<b>Job Seeking Concepts</b>	Drafting a resume Why build a virtual portfolio?	Identifying gaps in your knowledge base Expanding an online presence
MODULE 03	<b>Preparing for an Interview</b>	Interview preparation Practicing for an actual interview	Mock interview question review Crafting your responses to anticipated questions
MODULE 04	<b>Building your Capstone Project</b>	Creating an architecture with the support plan in mind Building and troubleshooting an environment	Creating interview questions related to your portfolio Writing documentation for the environment