

## 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**

### Review of CloudSupport Topics

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**

### Job Seeking Concepts

Drafting a resume  
Why build a virtual portfolio?

Identifying gaps in your knowledge base  
Expanding an online presence

MODULE  
**03**

### Preparing for an Interview

Interview preparation  
Practicing for an actual interview

Mock interview question review  
Crafting your responses to anticipated questions

MODULE  
**04**

### Building your Capstone Project

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

