CareerCraft AI Customer Support Guide

1. Introduction

CareerCraft AI is a powerful AI-driven resume-building platform that helps job seekers craft optimized, professional resumes effortlessly. This document provides a comprehensive guide to customer support, covering common queries, troubleshooting steps, and best practices for resolving issues efficiently.

2. General Queries

Q1: What is CareerCraft AI?

A: CareerCraft AI is a SaaS-based resume builder that uses artificial intelligence to generate ATS-friendly resumes. It offers AI-driven suggestions, formatting assistance, and job-specific optimization to increase job application success rates.

Q2: How does CareerCraft AI improve my resume?

A: CareerCraft AI analyzes job descriptions, suggests industry-relevant keywords, and ensures proper formatting to improve ATS compatibility.

Q3: How do I sign up for CareerCraft AI?

A: Visit CareerCraft AI, click **Sign Up**, and follow the steps to create an account.

Q4: What platforms is CareerCraft AI available on?

A: CareerCraft AI is available on web browsers, with mobile apps coming soon for iOS and Android.

3. Account Management

Q5: How do I reset my password?

A: Click "Forgot Password" on the login page and follow the instructions in the email you receive.

Q6: Can I change my registered email?

A: Yes, go to **Account Settings > Change Email** and follow the verification process.

Q7: How do I delete my CareerCraft AI account?

A: Contact support at support@careercraftai.com or navigate to **Account Settings > Delete Account** (this action is irreversible).

Q8: What should I do if I can't access my account?

A: Try resetting your password or clearing your browser cache. If the issue persists, contact support.

4. Resume Creation & Editing

Q9: How do I create my first resume?

A: Follow these steps:

1. Log in to CareerCraft AI.
2. Choose a resume template.
3. Enter your personal details.
4. Select a job title (e.g., Software Engineer, Data Analyst).
5. Let the AI generate job-specific content.
6. Customize sections and preview your resume.
7. Download in PDF or Word format.

Q10: How do I edit an existing resume?

A: Go to **My Resumes**, select a resume, and make changes using the AI editor.

Q11: Can I upload an existing resume for optimization?

A: Yes, upload your resume, and AI will suggest improvements.

Q12: What if I need a resume for a specific job?

A: Use the **Job Description Matching** feature to tailor your resume to a job posting.

Q13: How many resumes can I create?

A: Free users can create 1 resume, Pro users can create up to 10, and Premium users have unlimited access.

5. AI-Powered Features

Q14: How does the AI suggest resume content?

A: AI analyzes your job title, industry, and experience to generate relevant bullet points.

Q15: How does ATS optimization work?

A: The AI ensures correct formatting, keyword inclusion, and compliance with ATS scanners.

Q16: Can AI generate cover letters?

A: Yes, AI can create personalized cover letters that match your resume.

Q17: How does job description matching work?

A: AI extracts key skills from job postings and suggests changes to optimize your resume.

6. Pricing & Subscription

Q18: What are the pricing plans?

Plan	Features	Price

Free	Basic AI suggestions, 1 resume, 1 PDF export	$0
Pro	Unlimited AI edits, ATS optimization, cover letter generator	$9.99/month
Premium	Personalized AI coaching, job tracking, recruiter connections	$19.99/month

Q19: How do I upgrade my subscription?

A: Go to **Account Settings > Subscription** and select a plan.

Q20: Can I cancel my subscription anytime?

A: Yes, cancel anytime under **Subscription Settings** to avoid future billing.

7. Troubleshooting

Q21: Why is my resume not downloading?

A: Ensure your browser allows pop-ups and check your internet connection. If issues persist, try a different browser.

Q22: My resume is missing sections. What should I do?

A: Click "Edit Resume" and ensure all sections are enabled.

Q23: The AI-generated suggestions are not relevant. How do I fix this?

A: Try refining your job title or manually editing AI-suggested content.

Q24: How do I report a bug?

A: Submit an issue through **Help Center > Report a Bug** or email support@careercraftai.com.

8. Security & Privacy

Q25: Is my data secure?

A: Yes, CareerCraft AI uses **end-to-end encryption** and complies with **GDPR regulations**.

Q26: Can I delete my data permanently?

A: Yes, go to **Account Settings > Delete Data** to erase your information.

Q27: Does CareerCraft AI share my data?

A: No, CareerCraft AI does not sell or share user data.

9. Integrations & Compatibility

Q28: Can I import my LinkedIn profile into CareerCraft AI?

A: Yes, use the **LinkedIn Import** feature under **Resume Builder**.

Q29: Can I export resumes to job portals?

A: Yes, CareerCraft AI integrates with **Indeed, Glassdoor, and LinkedIn Jobs**.

Q30: Does CareerCraft AI have an API?

A: Yes, CareerCraft AI provides an API for recruiters and enterprise clients.

10. Contact & Support

Q31: How do I contact support?

A: Use the following channels:

- **Email:** support@careercraftai.com
- **Live Chat:** Available for Pro and Premium users.

- **Help Center:** [Support Page](#)

Q32: Does CareerCraft AI offer customer support 24/7?

A: Yes, AI chatbot support is available 24/7, and human support is available from **9 AM - 6 PM (UTC)**.

Q33: How do I escalate an issue?

A: If the chatbot cannot resolve your issue, request a **human agent** through Live Chat.