

# CareerCraft AI - Customer Support Guide

## 1. Introduction

Welcome to the **CareerCraft AI Customer Support Guide**. This document provides comprehensive answers to frequently asked questions, troubleshooting guides, and best practices for using our AI-powered resume builder.

Our goal is to ensure that users have a seamless experience while creating and optimizing their resumes with **CareerCraft AI**.

## 2. General Queries

### Q1: What is CareerCraft AI?

CareerCraft AI is an AI-powered resume-building SaaS platform designed to help job seekers create ATS-friendly resumes, cover letters, and optimize their job applications with AI-powered suggestions.

### Q2: How does AI assist in resume building?

Our AI analyzes job descriptions and personal experiences to generate bullet points, suggest improvements, and optimize resumes for ATS compliance.

### Q3: How do I sign up for CareerCraft AI?

To sign up, visit [www.careercraftai.com](https://www.careercraftai.com), click on **Sign Up**, and follow the registration process.

### Q4: What are the system requirements for using CareerCraft AI?

CareerCraft AI is a cloud-based platform accessible from any device with a modern web browser (Chrome, Firefox, Safari, Edge). A stable internet connection is recommended.

### Q5: What resume formats does CareerCraft AI support?

CareerCraft AI supports PDF and Word (.docx) formats for resume downloads.

### 3. Pricing & Subscription Management

#### Q6: What are the pricing plans available?

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

#### Q7: How do I upgrade my plan?

1. Log in to your account.
2. Navigate to **Settings > Subscription**.
3. Select the preferred plan and enter payment details.

#### Q8: Can I cancel my subscription anytime?

Yes, users can cancel their subscription at any time from the **Billing & Subscription** section. No refunds are issued for the remaining billing cycle.

#### Q9: Do you offer a free trial?

Yes, all new users get a 7-day free trial of the **Pro** plan.

#### Q10: How do I update my payment details?

- Go to **Billing & Subscription**.
- Click **Update Payment** and enter new details.

## 4. Resume Building & Editing

### Q11: How do I create a resume from scratch?

1. Click on **Create New Resume**.
2. Choose a template.
3. Enter your personal details.
4. AI-generated content will be suggested for work experience and skills.
5. Customize the resume as needed.
6. Download your resume.

### Q12: How do I edit an existing resume?

Users can click **Edit Resume** from their dashboard to make changes.

### Q13: Can I add custom sections to my resume?

Yes, CareerCraft AI allows users to add **Custom Sections** like Certifications, Projects, and Awards.

### Q14: What industries does CareerCraft AI support?

CareerCraft AI provides resume suggestions for industries including:

- Technology (Software Engineers, Data Scientists, AI Researchers)
- Finance & Accounting
- Marketing & Sales
- Healthcare & Medical Fields
- Engineering
- And more...

### Q15: How do I make my resume ATS-friendly?

CareerCraft AI ensures ATS optimization by:

- Including job-related keywords
- Avoiding images, tables, and complex formatting
- Using proper headings and bullet points

## 5. Cover Letter & Job Matching

### Q16: Does CareerCraft AI generate cover letters?

Yes, our AI can generate tailored cover letters based on job descriptions.

### Q17: How do I create a job-specific resume?

Users can upload or paste a job description, and the AI will suggest relevant modifications to align with the job requirements.

### Q18: How do I use job-matching features?

- Upload a job description.
- AI highlights missing skills and suggests modifications.
- Update your resume accordingly.

## 6. Troubleshooting & Technical Support

### Q19: I forgot my password. How do I reset it?

Click **Forgot Password** on the login page and follow the email instructions.

### Q20: My resume is not downloading. What should I do?

- Ensure that your browser allows pop-ups.
- Check your internet connection.
- Try downloading in a different format.

### Q21: The AI-generated content is not relevant. How do I fix it?

Users can fine-tune AI suggestions by:

- Adjusting their job title and industry.
- Editing AI-suggested bullet points manually.
- Regenerating suggestions using the **Refresh AI** button.

## Q22: How do I contact customer support?

- **Email Support:** [support@careercraftai.com](mailto:support@careercraftai.com)
- **Live Chat:** Available 24/7 for **Pro** and **Premium** users.
- **Help Center:** [Support Page](#)

## 7. Security & Compliance

### Q23: How does CareerCraft AI protect my data?

- **End-to-End Encryption:** Secure storage of personal data.
- **GDPR & CCPA Compliance:** Users can request data deletion anytime.
- **Role-Based Access Control:** Ensures only authorized personnel can access user data.

### Q24: How do I delete my account?

- Go to **Settings > Account**.
- Click **Delete Account** and confirm.

## 8. Future Enhancements & Feedback

### Q25: What features are coming next?

Our roadmap includes:

- **LinkedIn Profile Optimization**
- **AI Interview Prep**
- **Automated Job Applications**
- **Resume Analytics & Tracking**

### Q26: How can I provide feedback?

Users can submit feedback via:

- **Feedback Form:** Available in the Help Center.
- **Community Forum:** Engage with other users and suggest improvements.

### **Q27: Can I request a new feature?**

Yes! Users can submit feature requests in the **Feature Requests** section of their dashboard.