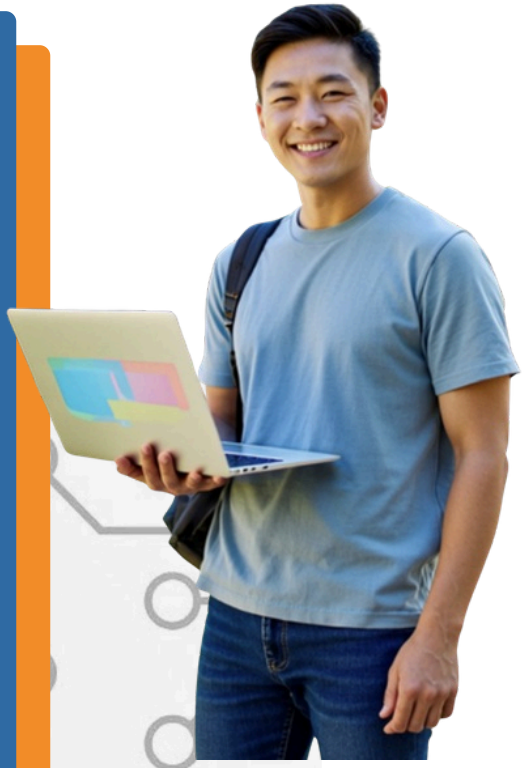
OHIO COMPUTER ACADEMY
INSPIRE • EDUCATE • EVOLVE

AI FOR CUSTOMER SUPPORT PROFESSIONALS

Build on your experience.
Put AI to work. Move forward daily.

CUSTOMER SUPPORT PROFESSIONALS LOOKING FOR WORK TRACK



Trainer-led
Live Online or In Person

8 Skill Sprints | 16 guided hours

Course Curriculum

www.ohiocomputeracademy.com

- Mostly hands on
- Daily tasks + LinkedIn outreach tool
- Support + progress reviews

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AI FOR CUSTOMER SUPPORT PROFESSIONALS
CUSTOMER SUPPORT PROFESSIONALS LOOKING FOR WORK TRACK

Duration	Format	Level	Certificate
16 guided hours	**Trainer-led**	**Working experience**	**Certificate of Completion**
8 Skill Sprints, 2 hours each	Live online or in person	No AI experience needed	From Ohio Computer Academy

WHY THIS PLAN

Your experience is the starting point, so this plan does not start you from zero. It adds AI to real work in your field and turns the result into something employers can see.

You finish with a stronger profile, a project you can demonstrate, practical AI skills, and a job search routine you can repeat.

WHAT MAKES THIS DIFFERENT

- **Mostly hands on: you build each skill by doing it, using the fictional customer cases and sample knowledge articles provided.**
- **Something to use the same day: every Skill Sprint ends with a small result you can use, explain, or build on.**
- **Your experience counts: we build on what you already know, rather than teaching you as a beginner.**
- **A checking habit: you learn to catch AI errors, which is what lets you stand behind every answer in an interview.**
- **Learning and job search run together: clear daily tasks and a focused LinkedIn outreach tool keep you moving between sessions.**
- **Guidance throughout: progress reviews show where you need support and what to do next.**

YOUR ACTION PLAN

USE AI
Apply it, check the results

→

BUILD PROOF
Create your support toolkit

→

GET VISIBLE
Refresh LinkedIn + resume

→

REACH OUT
Connect, apply, follow up



PREREQUISITES

- Working experience in customer service or support, however recent
- A computer with internet access
- Claude and ChatGPT accounts, with the plans confirmed before you start
- Your current resume and LinkedIn profile

All fictional customer cases and sample knowledge articles and a job search tracker are included in your course material, so you never need to use confidential or employer data. This course is designed and delivered independently by Ohio Computer Academy and is not affiliated with or endorsed by Anthropic, OpenAI, or Microsoft.

OUTCOMES

By the end you will be able to:

- Explain how AI works, why it makes mistakes, and what is safe to share
- Draft accurate, empathetic replies with AI assistance
- Summarize cases and analyze recurring issues
- Create knowledge articles customers and colleagues can use
- Present your experience and project clearly on LinkedIn, on your resume, and in interviews
- Run a daily routine of practice, relevant connections, applications, and follow ups

YOUR DAILY ADVANTAGE

You always know what to do next. The guided hours provide direction and feedback, and your daily practice turns that guidance into progress.

Daily action	What you do
Learn	Repeat one skill from your latest Skill Sprint on a small real task
Build	Move your support toolkit forward by one clear step
Connect	Use the focused LinkedIn outreach tool for daily posts, responses, and reach outs, and personalize every message
Apply	Submit targeted applications matched to your role list
Follow up	Follow up on your connections and applications, and record what happened

Your trainer sets your specific tasks at the end of each Skill Sprint, based on your progress. At each progress review, you leave with clear actions for what to work on next.

CURRICULUM

The eight Skill Sprints follow your Action Plan: Use AI, Build Proof, Get Visible, Reach Out. Your daily tasks begin after Skill Sprint 1.

USE AI

Skill Sprint 1: Your Starting Point and First AI Win

2 hours

The question: Where do I stand, and what can AI do for me today?

YOU WILL LEARN

- How AI works and why confident answers can be wrong
- What is safe to share with AI
- How to ask clearly: context, goal, format, example

YOU WILL BE ABLE TO

- Identify your target roles and skill gaps
- Match your experience to real job descriptions
- Write a stronger LinkedIn headline with Claude and ChatGPT, and check it

You leave with: Target role list, skill gap list, and a stronger LinkedIn headline.

Skill Sprint 2: Customer Communication

2 hours

The question: How do I reply faster and still sound human?

YOU WILL LEARN

- Giving AI the case, tone, and policy
- Writing with empathy
- Protecting customer information

YOU WILL BE ABLE TO

- Draft replies to practice cases
- Adjust tone for upset customers
- Check every answer against policy

You leave with: A reusable reply request and your personal checking routine.

Skill Sprint 3: Case Summaries and Troubleshooting

2 hours

The question: How do I get to the resolution faster?

YOU WILL LEARN

- Summarizing long case histories
- Building troubleshooting steps
- Knowing when to escalate

YOU WILL BE ABLE TO

- Summarize a practice case
- Create a step by step resolution guide
- Write a clear escalation note

You leave with: A case handling guide and your first progress review.



BUILD PROOF

Skill Sprint 4: Knowledge Base Content

2 hours

The question: How do I stop answering the same question?

YOU WILL LEARN

- Finding what customers keep asking
- Writing simple, clear articles
- Keeping content accurate over time

YOU WILL BE ABLE TO

- Turn practice cases into an article
- Rewrite an article in plain language
- Test the steps before you publish

You leave with: Tested knowledge articles for your project.

Skill Sprint 5: Find and Fix Root Causes

2 hours

The question: What would a hiring manager want to see?

YOU WILL LEARN

- Starting from a customer problem
- Analyzing fictional case data with AI
- Recommending practical improvements

YOU WILL BE ABLE TO

- Identify the top issues in practice data
- Propose a service improvement
- Verify every number before you report it

You leave with: An improvement report you can show.

GET VISIBLE

Skill Sprint 6: Showcase Your Work

2 hours

The question: How do I make my capabilities obvious to a recruiter?

YOU WILL LEARN

- Writing a project story: problem, approach, result
- What recruiters look for on a profile and resume
- Keeping your own voice when AI helps you write

YOU WILL BE ABLE TO

- Write a clear project summary with key insights
- Present your experience clearly on LinkedIn
- Tailor your resume to a real job description

You leave with: A LinkedIn ready profile, a tailored resume, a project summary, and your second progress review.

REACH OUT

Skill Sprint 7: Your Daily Opportunity Routine

2 hours

The question: What exactly should I do every day?

YOU WILL LEARN

- Choosing relevant people and roles
- Writing posts and messages that are specific and honest
- Following up without being pushy

YOU WILL BE ABLE TO

- Build a target list of people and roles
- Create posts, responses, and reach outs with the LinkedIn outreach tool
- Track your connections, applications, and follow ups

You leave with: Your first outreach completed and a daily routine you can repeat.

Skill Sprint 8: Present, Practice, and Move Forward

2 hours

The question: Can I explain my work with confidence?

YOU WILL LEARN

- Presenting a project in a few clear minutes
- Answering how you used and checked AI
- Planning your next steps after the course

YOU WILL BE ABLE TO

- Present your support toolkit with confidence
- Answer recruiter and hiring manager questions
- Complete your Playbook and a 30 day plan

You leave with: A presented project, interview practice, your finished Playbook, and a final progress review.

Final Portfolio Project

Applied project

The question: What can I show an employer?

YOU WILL LEARN

- Choosing a problem worth solving
- What a finished, defensible project includes
- How to show the value of your work

YOU WILL BE ABLE TO

- Complete a support improvement toolkit from start to finish
- Document how you used and checked AI
- Present your result and your Playbook

You leave with: A finished project to show on LinkedIn, discuss with recruiters, and explain in interviews.

YOUR TAKEAWAY KIT

Everything you build stays with you after the course:

- **Learner Workbook: Every lesson, exercise, and recap**
- **Personal Playbook: Your tested AI requests, checks, and routines**
- **Portfolio project: A support improvement toolkit you can demonstrate and explain**
- **Refreshed profile: Your LinkedIn profile, resume, and project summary**
- **Job search routine: Your daily task list, target list, and tracker**

HOW YOUR PROGRESS IS CHECKED

There is no final exam. Progress is checked on what you understand and what you can actually do.

- A short knowledge check in every Skill Sprint
- One applied task per Skill Sprint, reviewed by your trainer
- Progress reviews in Skill Sprints 3, 6, and 8
- A final portfolio project, presented in Skill Sprint 8

A Certificate of Completion from Ohio Computer Academy is awarded on completing all eight Skill Sprints and their applied tasks.

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www.ohiocomputeracademy.com

info@ohiocomputeracademy.com

Local: +1 614 927 0647

Toll free: +1 866 648 7284

5900 Sawmill Road, Suite 150, Dublin, OH 43017

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