DAY 6 — CLOUD SUPPORT ENGINEER

Free 4-Week Roadmap + Project (Easiest Switch)

Cloud Support is the easiest BPO-to-IT switch on this list — no coding at all. Four things to cover: Linux, AWS basics, Jira (ticketing), and an AWS certification to prove it on paper. Follow the order below, watch each video, and complete the week before moving to the next.

4-WEEK PLAN

Week 1 — Linux — terminal basics, file system, permissions



Watch: Linux Basics (Live Session)

Practice daily in the terminal: top, tail, ps, chmod, grep. This is the base for every cloud support ticket you'll handle.

Week 2 — AWS — EC2, S3, IAM basics



Watch: AWS Basics

Focus on EC2 (servers), S3 (storage), and IAM (access/permissions) — these three come up in almost every support ticket.

Week 3 — Jira — ticketing & workflow



Watch: Jira Full Tutorial

Learn how tickets are created, assigned, prioritized, and closed — this is the actual day-to-day tool of the job.

Week 4 — AWS Certification — Cloud Practitioner



Watch: AWS Certification Prep (Live Session)

Prep for and take the AWS Cloud Practitioner exam. This certificate is what gets your resume past the first filter for Cloud Support roles.

FINAL PROJECT — Host a Site on EC2 + Mock Ticket Log

Idea: Set up and run a small piece of real infrastructure, then simulate the support side of it:

1. Launch (AWS) — Spin up an EC2 instance, configure an S3 bucket, and set up IAM roles with least-privilege access.

2. Host (Linux) — Install a simple web server on the instance and get a basic site live on the public IP.

3. Monitor & troubleshoot (Linux) — Practice checking logs, restarting services, and fixing common issues (disk full, service down, permission errors).

4. Log it (Jira) — Create a free Jira board and log 5–10 mock tickets for issues you fixed above — title, priority, resolution steps, closed status.

Once done, add 'AWS Cloud Practitioner (Certified) + EC2 hosting project + Jira ticket log' to your resume/LinkedIn. With this and the cert, a structured 45-day switch is realistic.

Drop a comment if you have doubts — I'll reply. All the best!