# Develop with Dell: Tech Support Pacing Guide Summer 2025

## Assignments Due at End of Each Week

| Week | On-Demand Content | Live Session | Live Session Location | Portfolio Deliverable | Portfolio Deliverable Format |
|---|---|---|---|---|---|
| Week 1 6/2-6/6 | Tech Support Career Introduction | 6/3: Kick-Off 6/4: AI Foundations | Zoom | Transferable Skills | Email |
| Week 2 6/9-6/13 | Tech Support Career Introduction | 6/12: Personal Branding and Networking (Summer Series) | Zoom | Personal Pitch | Email |
| Week 3 6/16-6/20 | Tech Support for Hardware | 6/17: Customer Communication | Zoom | Client Hardware Troubleshooting | PDF Email |
| Week 4 6/23-6/27 | Tech Support for Hardware | 6/24: Midpoint Check-In 6/26: Revamp Your Resume (Summer Series) | Zoom | Resume | PDF Email |
| Week 5 6/30-7/4 | Tech Support for Hardware | 7/1: Dell Technologies Advantage 7/2: Meet the Managers | Zoom | Enterprise Hardware Troubleshooting | PDF Email |

| Week 6 7/7-7/11 | Support for Software | 7/10: Interview Tips and Tricks (Summer Series) | Zoom | Customer Email | Email |
|---|---|---|---|---|---|
| Week 7 7/14-7/19 | Networking & Security/ Customer Service | 7/15: Customer Insight | Zoom | Customer Service Roleplay | PDF Email |
| Week 8 7/21-7/25 | Customer Service for Technical Support | 7/24: College to Career (Summer Series) Mock Interview Session | Zoom | Updated Resume and Mock Interview | PDF & Zoom |
| **Graduation: 7/30** | | | | | |