



A Career in Customer Service and Tech Support (Essential Careers)

Jeff Mapua

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This resource provides information for tech-savvy readers about the ins-and-outs of customer service and technical support, including education requirements, job duties and skills, and how to get started in these fields. This practical guide reveals the best educational and experiential paths to a career and emphasizes the importance of professional networking. It also delves into the statistics most relevant to job-seekers in these fields, examining what the career market looks like long-term and what job-seekers must do to land the career that they want.

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