



A SHE STARTS CAREER RESTART PROGRAMME

AI Integrated Customer Success

& Customer Support

4-Month Career Restart Programme

TRAIN. WORK. GET PLACED. OR GET YOUR FEE BACK*

WWW.SHESTARTS.ONLINE

2

MONTHS

Live Training

2

MONTHS

OJT Training

100+

GLOBAL

Hiring Partners

400+

WOMEN

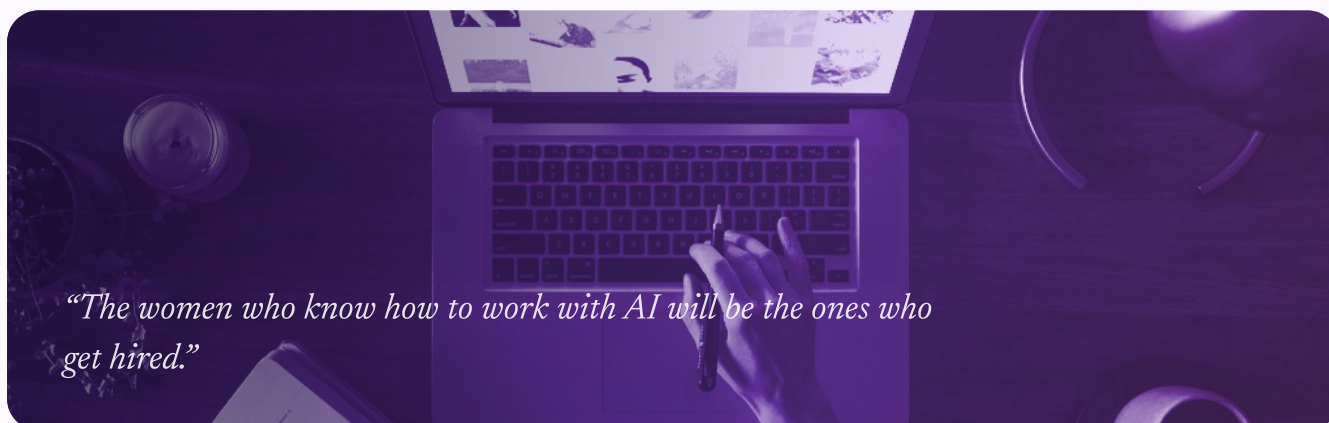
Guided to Restart

IS THIS FOR YOU

You did not lose your skills. *You just paused.*

She Starts exists for one reason. Women who step away from work for family, motherhood, or life do not become less capable. They become invisible to a job market that punishes gaps. This programme makes you visible again, with skills employers are hiring for right now and proof that you can deliver from day one.

Customer Success is where empathy becomes a professional skill. Companies now compete on how well they keep customers, not just how many they win, and they hire for it constantly. It is remote-friendly, in demand across the world, and with AI now part of every workplace, the women who know how to work with AI will be the ones who get hired.



THIS PROGRAMME IS FOR YOU IF YOU ARE

- 01 A woman returning after a career break, whether it has been one year or ten
- 02 Starting your professional journey for the first time
- 03 Looking to move from offline or informal work into structured professional roles
- 04 Seeking work you can do from home, from an office, or anywhere in between

No prior experience needed. No technical background needed. If you can use a phone and a browser, you can do this.

Four months.

From restart to ready.

Fully online

Live and recorded sessions

Designed around your home and family commitments

1

MONTH 1 & 2

Live Training

One to two hours a day, weekdays, fully online. Every session is delivered live and recorded for your further use, so a missed class is never a lost class. You learn the complete Customer Success and Support skill set, integrated with AI from the very first session. Every class follows a simple rhythm: understand the concept, practise it hands-on with AI, review what you produced. **You learn by doing, not by watching.**

2

MONTHS 3 & 4

On-the-Job Training

This is what makes She Starts different. You are deployed into live customer support operations within the Zyliverse ecosystem, working on real customer tickets, real onboarding journeys, and real retention and escalation cases under supervision. No simulations. No mock projects. Real work that becomes your portfolio.

3

THROUGHOUT

The Placement Track

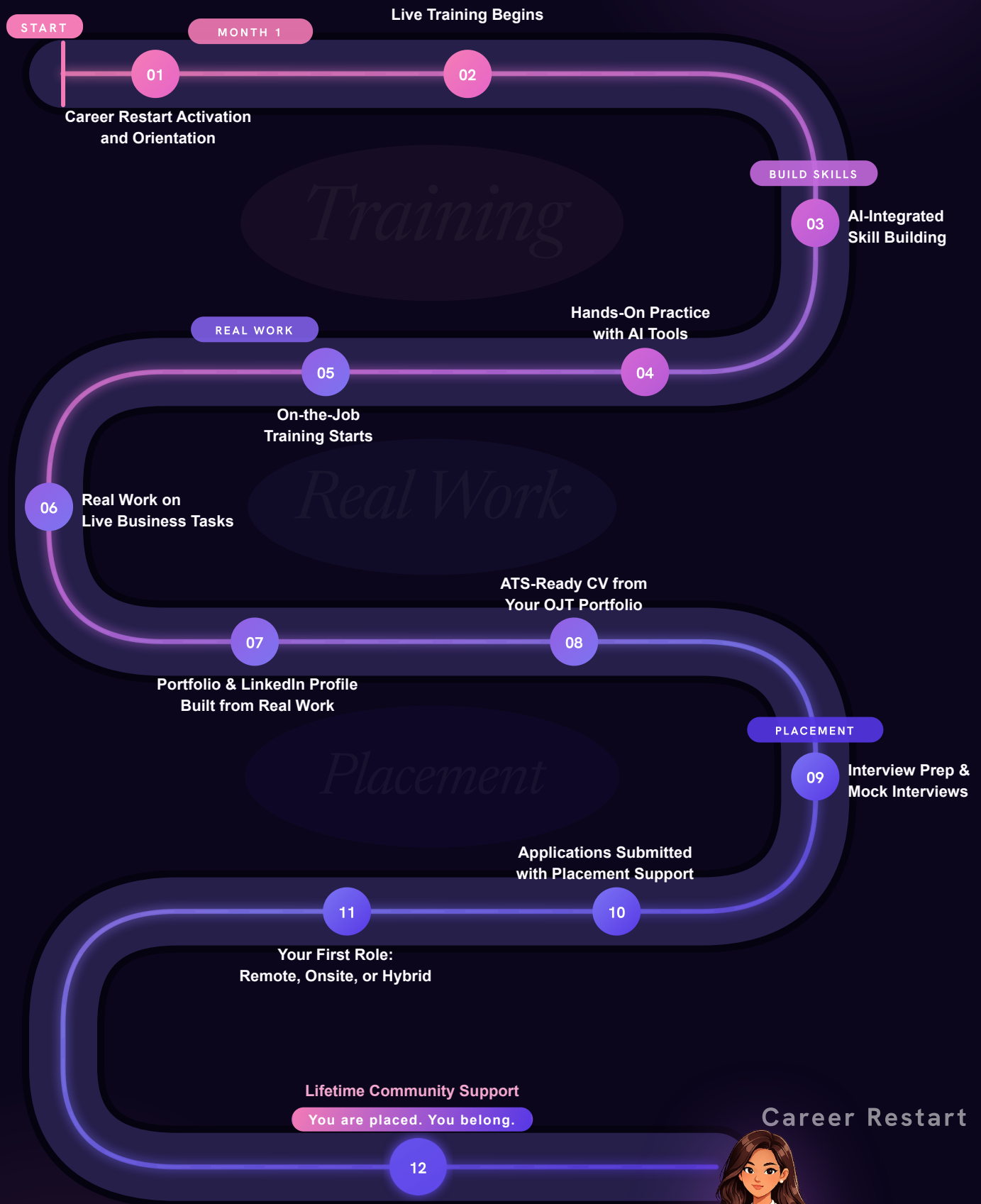
Running alongside your training and OJT: LinkedIn profile building, an ATS-ready CV created from your real work, AI-powered job application methods, structured interview preparation, and mock interviews with feedback. By the time you finish, you are not starting a job search. **You are already in one.**

THE SHE STARTS DIFFERENCE

No simulations. No mock projects.
Real work that becomes your portfolio.

Your Learning Journey

orientation to your first role



Women who paused, *then started again.*

Graduates of She Starts, now working. Their words.

"After twenty years away, I had convinced myself the door was closed. The on-the-job training proved me wrong. I wasn't practising, I was actually working, and that changed how I saw myself."

Roopasree

20-year career break
Restarted as HR



"I didn't just learn tools, I built real work I could show. When the interview came, I had answers and proof, not excuses about my gap."

Sravya

12-year career break
Restarted as Operations
Coordinator



"I started not knowing if I could keep up. The live sessions were recorded, so I learned around my children, and by the OJT I was handling real tasks with confidence."

Fazeela

5-year career break
Restarted as Virtual Assistant



"What I valued most was that it was honest. No false promises, just real training, real work, and a team that genuinely backed me until I was placed."

Anju

5-year career break
Restarted as Digital Marketer



100+

Global hiring partners
across remote, onsite, and
hybrid roles in 25+ countries

400+

Women supported with
skills, confidence, and
career support through
structured programmes

The complete skill set, *built the modern way.*

CORE SKILLS

- Customer success fundamentals: the lifecycle from onboarding to renewal
- Support ticketing, queue management, and response quality
- Customer onboarding, training, and adoption support
- Escalation handling, difficult conversations, and de-escalation
- CRM and helpdesk tools: Zendesk, Freshdesk, and Intercom
- Retention, renewals, churn prevention, and QBRs
- CSAT, NPS, and customer health reporting

THE AI ADVANTAGE

Why AI integration changes everything

AI has transformed customer support and success more than almost any other function. Tasks that took hours now take minutes. That is not a threat. **It is your opening.**

RCTO-EC FRAMEWORK

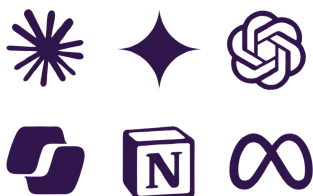
A structured prompting method for getting professional-grade output from AI tools — used across every task in the programme.

What AI cannot replace is judgement, organisation, reliability, and trust. That is exactly what this programme builds in you, alongside the tools.

Employers are not looking for people who fear AI or who blindly depend on it. They want people who can direct it. **That is who you become.**

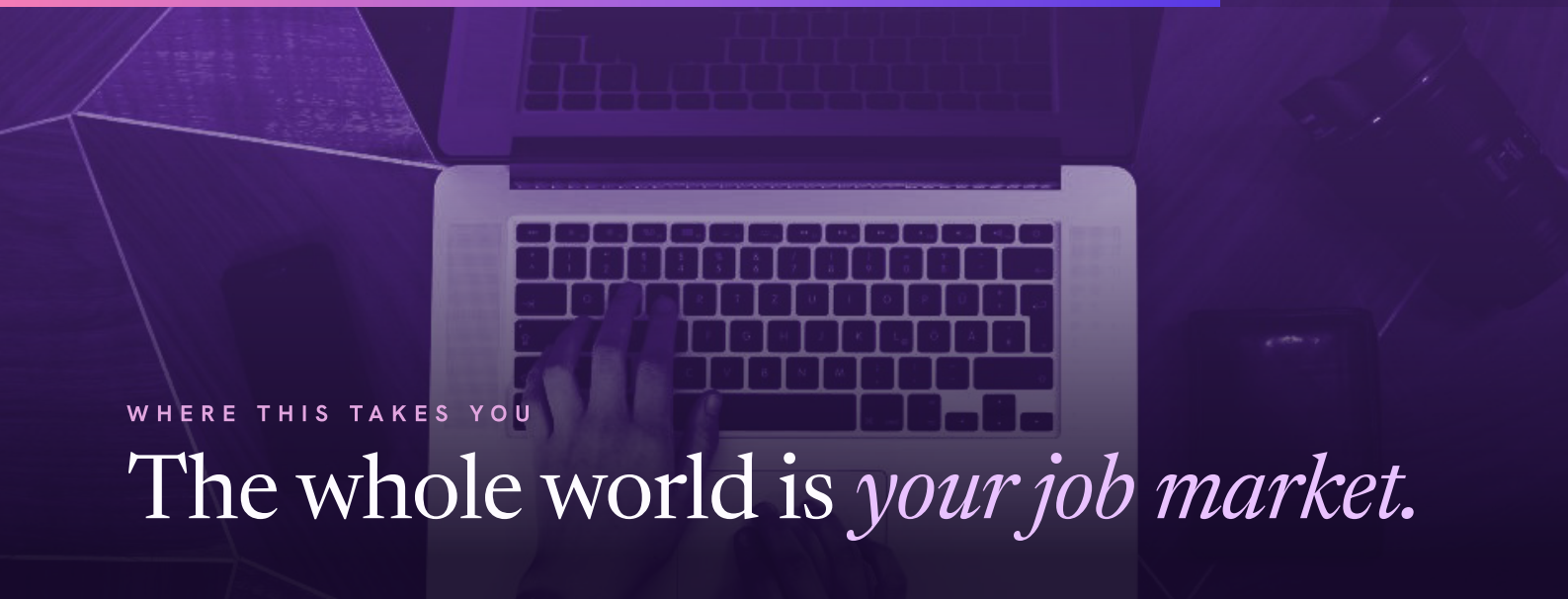
AI that works *for* you,
not just *with* you.

Most people learn to ask AI questions. You learn to put AI to work. In this programme, you learn to connect AI across your tools, automate routine administrative tasks using agentic AI that acts on your behalf, and deploy agentic workspaces like **Claude Cowork**. With AI running alongside you, you will deliver more, faster, and to a higher standard than anyone working without it.



POWERED BY AI TOOLS

Tools you will work with: ChatGPT, Claude, Gemini, Zendesk, Freshdesk, Intercom, HubSpot, Google Workspace and the ticketing, knowledge-base, communication, and project tools used in real workplaces.



WHERE THIS TAKES YOU

The whole world is *your job market*.

Customer Success and Support roles are hired remote, onsite, and hybrid across the world. Companies in India, the Gulf, Europe, the UK, the US, and beyond hire for these roles every single day, and remote-first hiring means your location is no longer a limit. She Starts supports your placement journey across all of it.

ROLES YOU WILL BE READY FOR

Customer Success
Associate

Customer Support
Executive

Client Servicing
Associate

Customer Experience
Associate

Support Operations
Associate

Remote Customer
Success Coordinator

You will not just say you can do the work. *You will show it.*

You finish the programme with a portfolio of real work produced during your OJT, a completion certificate from Internzity, an optimised LinkedIn profile, and a CV built on live experience rather than empty claims. When an employer asks what you have done recently, you will have an answer that ends the conversation about your career gap.

High performers may be offered extended contracts within the Zyliverse ecosystem or fast-tracked through our placement network.

Everything you need to know.

DURATION	4 months. 2 month live training, 2 months on-the-job training
FORMAT	Fully online. Live sessions, all recorded for your further use
TIME	Weekdays Training: 1 - 2 hours OJT: 4 hours Placement Orientation: 2 hours
GUARANTEE	Full refund if not placed within 4 months of completing the programme*
ELIGIBILITY	Open to complete beginners. No prior experience or technical background required
WHAT YOU NEED	A smartphone is enough to begin. A laptop is required for the OJT phase
CERTIFICATION	Completion certificate from Internzity plus a portfolio of real work

PROGRAMME FEE

INR 40,000

Option 1: One-time Single Payment

20% Discount: ₹32,000

Option 2: Installment Payment

4 Installments of ₹10,000 each

1st installment: Within 3 days

2nd installment: Within 30 days

3rd installment: Within 60 days

4th installment: Within 90 days

GUARANTEE*

Full Refund

Complete the programme, meet the eligibility and placement requirements, and if you do not secure a qualifying placement within **4 months** of completing the programme, you may be eligible for a refund of the Programme Fee actually paid, subject to the Placement Guarantee terms.

Will I get a job?

Yes. Our Placement Guarantee gives you a structured path to employment. If you complete the programme, meet the requirements and remain eligible, you may qualify for a refund if you do not secure a qualifying placement within the applicable Guarantee Period.

What if I'm not placed?

If you remain eligible but do not secure a qualifying placement within the applicable Guarantee Period, you may be eligible for a refund of the Programme Fee actually paid. Our Placement Guarantee covers the Full-Time and TaaS pathways, subject to the applicable terms.

On a break for years?

That is exactly who this programme was built for. Whether your break was two years or twenty, we help you rebuild confidence, refresh your skills, gain recent work experience, and return to the job market with a stronger professional profile.

Your restart begins with one conversation.

Speak to a She Starts counsellor today.

+91 80758 04170

www.shestarts.online



Who is *Behind This*

INTERNZITY

A Remote Job Talent & Placement Academy focused on helping professionals build practical skills, real experience, and secure remote opportunities.

25+ Countries with Student Placements

SHE STARTS

An Internzity initiative for women on career breaks — structured guidance, confidence building, and placement support.

400+ Women Guided to Restart

BACKED BY · ZYLENVERSE PRIVATE LIMITED

A global company shaping talent, technology, and the future through structured career systems, real-world skill development, and global opportunity access.



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Your restart is one step away.

Speak to a She Starts counsellor today and take that step.

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