

IT CAREER BUILDER PROGRAMME CASE STUDY



Richard

Job Title: Customer Support Analyst

Employer: PDI Technologies (Orbis)

Why did you want to get into the tech industry?

I have a passion for understanding IT. I find that the challenge of analysing and resolving issues with systems and helping people is rewarding. I find learning a passion and technology is certainly an area where constant and consistent changes are always apparent.

How was your experience with the IT Career Builder course and what did you enjoy most?

My journey has been difficult due to my daughter's health and starting work also with my daughter having a complex heart surgery during the course. I have enjoyed the support and encouragement from my mentor Scott and the weekly catch up conversations and being able to approach someone who is well versed in the course materials to discuss ideas freely and without judgement. I feel also the best thing is that I have been able to learn and grasp the content within my own time frame and been able to work at a pace that has been suitable to my situation. This is rare to find a course that allows this flexibility. Although there are some resources available that allow for this they are more guides in a fair few cases.

What will the Level 3 Diploma do for you and your career goals?

At the point of writing this there is no ability for me to be able to utilize this knowledge as I have no position open to me for this. However, if the opportunity arises within my organization the skills I have obtained will be highly transferrable. The knowledge has also set me into motion on learning a further route of cyber security and further developing my abilities to help people. This is a core foundation of my learning any skills is being to help people with technology and staying safe in an increasingly digital environment.

Would you recommend the IT Career Builder Level 3 Diploma?

I would thoroughly recommend this course. I have a perfect balance of challenge and practical skills.

Further to this I fully believe that with the right guidance it is plausible for most people to learn any skill if they are willing to have the time, patience and tenacity to keep with it. Lifelong learning is an important part of life and how we grow as individuals.

Want to find out more?

✉ info@jbctraining.co.uk ☎ 024 76715143 🌐 jbctraining.co.uk

JBC Skills Training >
TRAINING & APPRENTICESHIPS