

CASE STUDY: Information Technology

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BACKGROUND

I am an Italian male and I work within the concierge service industry as a concierge service specialist, and my role is to provide concierge services to our customers for whatever they need and wherever they are in the world. I have always enjoyed my job and no two days are the same, however although I have good customer service skills, my IT skills needed improving, and like other people in this industry I entered it without any formal qualifications.

As my company only provides internal training, I was looking at what was available for me to achieve a recognised qualification to support my job role, and we received a call regarding training in the area, which I signed up for.

My tutor was pleasant and immediately put me at ease with all my questions and concerns, and best of all was contactable via email and the telephone whenever I needed to talk to her in between monthly visits. She guided me through my course and nothing was too much trouble, and I have to say I learnt a lot about IT and the regulations within the industry. My tutor's knowledge of the industry was very good and the whole experience was very enjoyable from start to finish. I would recommend the course to anyone who wants to gain a recognised qualification in IT.

A DAY IN THE LIFE OF...

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I work within the Italian concierge department and collaborate with others, as well as my manager, and my day starts with viewing my calendar of work that needs to be completed, updating our bespoke software with new information, sending emails to customers and dealing with any issues as they arise. I find that having gained my IT qualification, I am more knowledgeable in understanding what I am doing when using IT, and as I am now qualified, I feel confident when supporting other people with their own IT related issues when these occur.

This course gives me the edge over the unqualified IT users and means I could apply for a job with another company with the relevant skills and qualifications for the job.

WHAT THE FUTURE HOLDS

To be able to prove to customers and employers that I am qualified and good at my job.