

**ABBY CRADOCK**

**APPRENTICE  
TO TIER 2 SERVICE DESK TECHNICIAN**



In this interview, Abby shares her experience joining Centerprise on an Apprenticeship Programme.

**You completed an Apprenticeship with Centerprise, can you describe how this came about and why you chose to join Centerprise over any another employer?**

I began looking for an Apprenticeship after not achieving my desired grades in my first year of A Levels. At that point, the only knowledge I had of Apprenticeships was that you gained qualifications on the job. I had always had an interest in IT so decided to apply for a few roles, some involving digital marketing, others including Service Desk work. I chose Centerprise because it was the role that captured my attention the most.

**What role did you initially undertake at Centerprise and what did this involve?**

When my Apprenticeship with Centerprise commenced, I was a Service Desk Engineer. My responsibilities included tasks such as user account creation, password resets and computer builds.

**What skills did you develop during your Apprenticeship?**

During my Apprenticeship, a lot of my work involved SharePoint and this is now my most knowledgeable area. I also developed my skills in desktop and hardware support, and customer service.

**What support did Centerprise provide you?**

I attended monthly meetings with my Centerprise Mentor and QA Assessor to check my progress and ensure that I was on track

**What qualifications did you achieve during or via your Apprenticeship?**

City & Guilds Level 3 Diploma in IT Systems & Principles  
City & Guilds Level 3 Diploma in IT Professional Competence  
Microsoft Technical Associate: Windows Security Fundamentals  
Microsoft Technical Associate: Windows Networking Fundamentals  
Microsoft Technical Associate: Windows Server Fundamentals  
Microsoft Technical Associate: Windows Operating System Fundamentals

**Your Apprenticeship lead to permanent employment**

Yes, after the completion of my Apprenticeship I was pleased to be offered a permanent role with Centerprise.

**What was your greatest success at Centerprise?**

Moving from an Apprenticeship role to Tier 2 Technician within just a three-year period.

**What was your greatest challenge at Centerprise and how did you overcome this?**

Not having the knowledge to solve certain problems. I overcame this by watching experienced Technicians with vast experience, observing how they solved issues and paying attention to their thought processes so that I would be able to solve similar issues in the future.

**What life lessons did you learn whilst at Centerprise?**

When working in a support role, people will occasionally take their frustration out on you if their IT is not working. I learnt that it is important to always be polite, professional and kind, no matter what people say or do in such a situation.

**How would you describe the culture at Centerprise?**

Like one big family. Everyone has time for each other and nothing is ever too much trouble. I am so grateful for the brilliant team I got to work with over the years.

**If you had the chance again, would you follow the same path and if so, why?**

If given the opportunity, I would definitely consider doing an Apprenticeship again.

Everything that I learnt during my time at Centerprise has proved invaluable to my development.