

From Windscreens to Windows

CASE STUDY

CompTIA certification has opened the doors to a new career for one West Midlands-based RAC engineer

Two years ago David Bonnett was a windscreen fitter for the RAC. Quite happy with his role and content in his job, he had no ambitions to run headlong into the technology sector. But when the RAC rolled out a new Oracle database for its workforce, David noticed he found it easier to use than everyone around him. Realising that computers and technology could be an area where he had a natural ability, he decided to broaden his horizons and explore the opportunities to learn more about ICT.

“I’d hardly touched a computer before I left the RAC,” says David. “But when I picked up the Oracle database quicker than most, I started looking for ways to investigate the possibilities of a career change. That’s when I came across Advent and the CompTIA A+ certification.”

Advent is a UK-based specialist in technology training. It does more than offer training courses—it helps candidates look into the future, decide what career they want to achieve, and helps them design a course of learning that gets them to where they want to be.

David approached Advent and the company quickly took him under its wing. Advent helped David work out where he wanted his technology career to go. To get him started, Advent encouraged David to take CompTIA’s A+ exam and become CompTIA A+ certified.

CompTIA A+ is a foundation level course in computer hardware and software service, and troubleshooting. It provides a solid benchmark for the ICT industry and demonstrates that anyone holding the certification is competent in the basics of ICT support.

“CompTIA A+ represents a springboard for candidates into an ICT career,” says Kam Roopra from Advent. “We want as many of our candidates as possible to start by certifying on CompTIA A+ because then we know they have reached a recognised industry benchmark for technical competency. From here they can build their technology career in any direction they want.”



CompTIA Certifications

CompTIA A+®

CompTIA CDIA+®

CompTIA CTT+™

CompTIA HTI+™

CompTIA Linux+™

CompTIA Network+®

CompTIA PDI+™

CompTIA Project+™

CompTIA RFID+™

CompTIA Security+™

CompTIA Server+™

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David elected self-study for the CompTIA A+ certification. He worked through the courseware at home and attended various Advent workshops to support his own efforts. After nine months' study and two exams, he became CompTIA A+ certified.

Advent then worked with David to find him a position at a reputable firm. Almost immediately he was employed by Lacos Ltd.—a company that recognised the value of David's CompTIA certification—as a field service engineer. David's day-to-day job now found him looking after Lacos customers' computer hardware and software across the UK. He was diagnosing and troubleshooting IT problems on a daily basis and helping deliver IT support services to companies as large as Argos and Littlewoods. David recognises that his CompTIA A+ certification has been instrumental.

"I champion CompTIA A+ all the time. I went from knowing nothing about computers to being able to walk straight up to a computing system and work out the problem. I've gone from nothing to where I am today in nine months and it's changed my life. It's opened up doors I didn't know were there and made me totally passionate about my career."

David's CompTIA certification showed its true value again recently. In the wake of a declining economy, David was unfortunately made redundant earlier in 2009. But with Advent's ongoing support and a CompTIA A+ certification under his belt, David was in the job market for just a week before being snapped up for a new role at a computer networking company.

David is continuing to accrue CompTIA certifications. He is currently studying for his CompTIA Network+ and hopes to continue building his career in ICT sales and servicing through his ongoing appetite for learning.