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## Real-life story - Kieran Cunningham

Avid gamer Kieran had minimal work experience but was determined in getting a full-time job that provided financial security.

### Kieran Cunningham

#### Supporting users support assistant

#### Employer or university

Tees, Esk and Wear Valley NHS Trust



I can now say I've seen what working nine to five is like.

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**How I got into  
the  
apprenticeship**

## **Expand / collapse**

I came to Project Choice with minimal work experience but I showed that I wanted to work and was willing to try anything. I was then placed in the trust's IT department, working in the supporting users' team.

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## **What I do**

## **Expand / collapse**

In my work placement, my primary role was to configure and distribute smartphones to staff. I worked across several IT platforms and provided face-to-face support to staff. I also supported electronic staff record (ESR) clinics where I assist staff who are experiencing difficulties with their smart cards.

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## **The best bits and challenges**

## **Expand / collapse**

I can now say I've seen what working nine to five is like and that I've been to work and am trying to better myself and get a job.

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## **Life outside work**

**Expand /  
collapse**

I like gaming and spending time with my family.

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**Career plans  
and top tips for  
others**

**Expand /  
collapse**

In the future I would like full time employment and financial security. I am in the process of applying for an apprenticeship with the trust's IT department.

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