

# 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  
Kieran Cunningham

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

### How I got into the apprenticeship

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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.

### What I do

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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.

## **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.

## **Life outside work**

### **Expand / collapse**

I like gaming and spending time with my family.

## **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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