



# Apprenticeship Success Story

## My Apprenticeship Journey

**Your name:** Dawud Idris

**Your apprenticeship programme:** Level 3 Information Communications Technician - Azure Cloud Support Specialist

**About you:** I'm 20, I started my apprenticeship at the age of 18. I eat way too many burgers and have tried as many as I can in Manchester. I'm a big player of all types of video games of all genres and enjoy reading history books, currently reading one on Henry the 8th!

## How has the apprenticeship enhanced your career?

The apprenticeship has massively helped round out my ability both technically and professionally. Through some of my Apprenticeship classrooms I learned about platforms such as Azure, and unlocking the use of these platforms enabled me to do my job at a much higher standard. Additionally, it has developed my people and communication skills. When I first joined, things like speaking on the phone to people and even communicating via chats/emails came across as daunting, but now I can safely say those things come as second nature to me now.

## What did your apprenticeship mean to you?

To me, my apprenticeship means development and growth. I like to learn, and I like to develop personally and professionally, and being given the opportunity to undertake an apprenticeship in a role and company where I may not be given the chance under normal circumstances is huge for me. I also have the chance to learn from many experienced professionals from different backgrounds that I work with on a day to day, many of which I am great friends with.

## Why did you choose an apprenticeship?

I finished college with A-levels in Computer Science, Chemistry and Biology, but really did not enjoy college and the style of learning. Although I did apply to university and was accepted even one with an unconditional offer, by the time I finished college I knew it wasn't right for me, or even what I wanted to do properly. I took some time to decide what I wanted to do and how I wanted to go about doing it by myself and with my family, and after a few months of thinking (and relaxing), I decided I wanted to get some hands-on experience and a qualification to get myself started in the Technology sector. I then found this apprenticeship through my sister's workplace and applied.



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## My Apprenticeship Journey Continued

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Cloud Support Specialist

### What advice would you give to an existing apprentice?

For an existing apprentice, one key thing I would say to consider is don't keep your options limited. When I first began my apprenticeship I had a fairly clear sight of what I wanted to progress and move into. However, after working at the company and keeping an open mind, I saw another role that caught my eye that is now currently my main focus to progress into. You may find a role that you may have never considered before, and it may be perfect for you, so I'd urge you to get involved and learn as much as you can about the company you work for and build strong relationships with the people you work with.