

Case Study

How Career Training Helped Turn Unemployment into Entrepreneurship

NEW HORIZONS
CAREER DEVELOPMENT
SOLUTIONS



If you're feeling stuck in your current job and want to take the reins on your career by transitioning into something new, you're in good company. According to Gallup, more than half of U.S. employees are currently looking for a new job. When you're ready to write your own success story and open the door to new opportunities, all it takes is the right career training, professional certifications, and attitude.



For Scott Landry, who went on to found LandryIT, taking the reins started when he found himself unemployed and without a college degree. Scott realized that it was time to embrace a new career path, and a friend's advice about how he could get funding for career training and technical certification helped kick-start his career transition.

The Problem

Overcoming Unemployment Without a Degree

When Scott was 22 years old, he was employed at an Albertsons grocery store and trying to plan his next career move. Then, he was unexpectedly let go, and 18 months of unemployment followed. According to Scott, his lack of a college degree and few marketable skills made it difficult for him to find work, let alone launch a new career.

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Then, a friend who also had been let go told Scott about the Workforce Innovation and Opportunity Act (WIOA). Passed in 2014, this U.S. Department of Labor initiative helps people seeking employment succeed in the labor market by gaining access to vital employment, education, training, and support services. WIOA, in turn, helps match skilled workers with employers.

With his interest piqued, Scott contacted California's Orange County One-Stop Center, which oversees workforce development activities and programs for the county, and secured funding for career training. Next, he had to decide on the right trajectory—and where to secure the right skills and certifications to set his career in motion.

The Solution

The New Horizons Career Development Solutions training center, which includes hands-on training and certification programs, proved to be a priceless resource for Scott.

Finding Success in the Classroom

As a child, Scott said he enjoyed taking apart computers to see how they work, but he'd never seriously considered a career in IT. However, after securing funding and discovering New Horizons Career Development Solutions, which offered IT training and certification, he decided to put his childhood curiosities to the test.

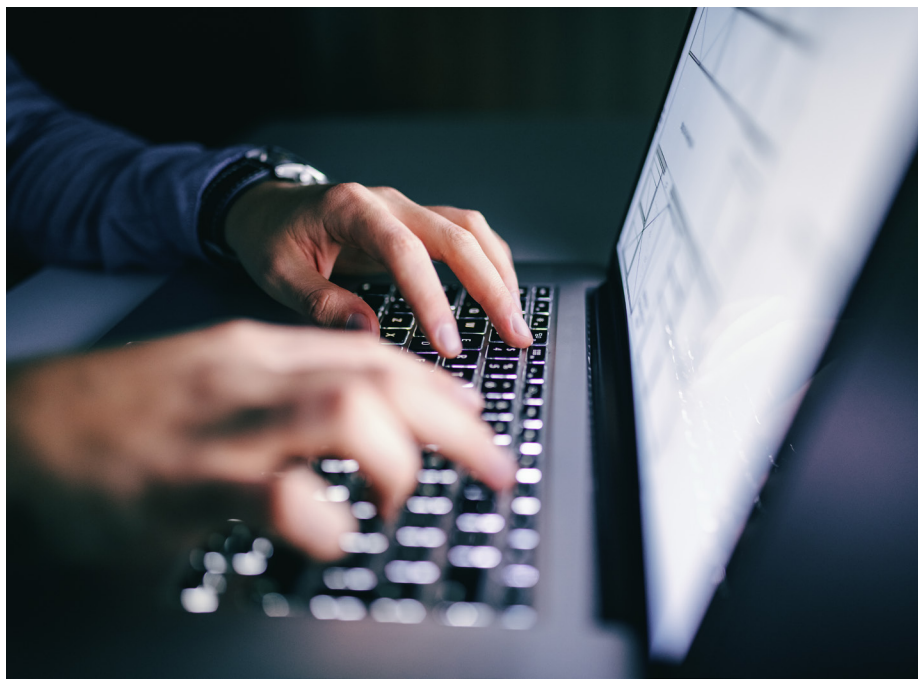
Once he enrolled, Scott discovered that he had a real aptitude for IT, especially computer services and problem-solving. The New Horizons Career Development Solutions training center, which includes hands-on training and certification programs, proved to be a priceless resource for Scott, who established a rapport with the trainers and even stayed in contact long after he'd completed his training.



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According to Scott, the learning lab allowed him to practice his skills without interruption, and the hands-on instruction was extremely impactful. He also said that the instructors weren't just informative. They made learning entertaining and interesting.

It became clear to Scott that he would need certification as well as instruction to find the kind of career that he wanted in the technology sector. Although he had no professional experience that he could include on his resume, he knew that the right certifications would demonstrate his ability and skills to any hiring manager. With his career ambitions at the top of his mind, Scott obtained CompTIA A+ and CompTIA Network+ certificates and rounded out his resume with certifications in Microsoft Windows, security, and networking.



The Results

Launching a Career and Starting a Business

With the help of New Horizons Career Development Solutions' placement assistance services, Scott landed a job with a company specializing in consumer computer services and help desk support. While there, he helped customers deal with systems configuration, networking, printer setup, and other challenges.

“A lot of people who work in computers don’t know how to talk to people, but I’ve worked a lot of different jobs and can talk to anyone.”

Providing telephone tech support and working in a room with dozens of other technicians, Scott realized that he had a unique talent for providing top-notch remote tech support.

“I can walk someone through something about a computer without even having a computer in front of me,” he says. “Once I’ve done something once, I’ve done it for life. I remember it.”

In fact, he was able to move up from a level one tech position to senior tech in just six months. In addition to his professional skills, Scott also had the interpersonal skills that remote phone support demands.

“A lot of people who work in computers don’t know how to talk to people,” Scott says. “But I’ve worked a lot of different jobs and can talk to anyone.”

In a short amount of time, Scott was able to create his own company, LandryIT, which offers IT consulting services to a diverse group of clients.

When his employer went out of business, Scott returned to New Horizons Career Development Solutions for more training, and while he was working on additional certifications, someone approached the school looking for help for their managed service provider (MSP) company. With his background in remote tech support, Scott was the ideal candidate to offer remote IT support to corporate clients.

Scott continued to work as a 1099 subcontractor for the MSP for five years, handling support calls for more than 150 companies. At the same time, he started building his own client base. In a short amount of time, Scott was able to create his own company, LandryIT, which offers IT consulting services to a diverse group of clients.



The Future

Building Successful IT Support Solutions

Today, LandryIT works with more than 40 companies of varying sizes in various industries, and many hold ongoing service contracts. With his experience in tow, Scott provides remote telephone support, network support, and even on-site support for businesses while also helping with network configuration and cable installation.

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Looking forward, Scott wants to continue to grow his business by securing larger clients who have an ongoing need for his brand of IT support services—and he hasn't stopped learning, either. Scott stays in contact with his New Horizons Career Development Solutions instructors, takes courses, and pursues certifications.



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Scott credits New Horizons Career Development Solutions with helping him launch his career and his successful consulting business. According to Scott, he's not a traditional learner, so having access to instructors with practical experience and hands-on training was important in helping him acquire the skills and certifications he needed, not to mention the organization helped him with referrals for jobs.

In fact, Scott was able to double his income in just one month thanks to career training and two IT certifications, and he believes that anyone who applies themselves can achieve similar success.

"IT is a great field," Scott says. "And New Horizons Career Development Solutions training and certifications can open new doors."



Get Started with New Horizons Career Development Solutions

If you're interested in IT career training, whether to break into a new technology field, refresh your credentials, or update your skills to advance your career, New Horizons Career Development Solutions is here to help. We offer a broad range of career training programs designed to help you get to the next level so you can achieve your career—and life—goals.

Contact us today to learn more about the best career training options for you, and see how we can help you become the model modern employee for a growing, changing technology job market.

