

# Computer Village-St. Louis

JULY 2015

## Customer Service Training At Computer Village By Chelsey Lovett

This summer I had the pleasure to work at Computer Village and it was a good experience. I like working at Computer Village because I actually learn something instead of just working somewhere where I work with kids. I also enjoyed working at Computer Village because of the instructors was very nice and understanding and did not just teach about computer, but also real world situations and life story. I also like how we had motivation speakers because they talk about that life story and what they went through to get to where they are in their life. Even though



*Chelsey Lovett with instructors Robert Lewis and*

this is not the field that I want to get in I still learn a lot about computers and can use it because I won more than one computers. I also like the relationship I made with my peers in this program because you never know when you can use them and network with them. I wish doing this program that we would of have more hands on activities because I am a visual learning so I like to see how things actually worked. I also would of like less motivation speakers because it cuts in the time for the class and learning things about the computer.

## My Experience by Darion Young



Hello my name is Darion young I am 18 I currently just got graduated from McCluer south Berkeley. I plan on attending Missouri Baptist University in the fall my interest are wrestling and technology my major will be computer security. Here at computer village I learned a lot here at computer village my times here were well spent and very beneficial to what I want to do in my future. Here at com-

puter village I had an awesome time the people here were friendly the instructors were very helpful and answered any questions that I or my co-workers might ask. Some of the things that I feel were fun was how I learned how to reset, take viruses out , and upload hardware on computer desktops and laptops. Here at computer village it's like a small family everybody enjoys to be here everybody likes learning about being a computer tech and knowing the proper ways to go about and do business how to conduct yourself in a businesslike manner to bring customers in and

keep them returning with good hospitality and manners. Another thing that I really liked is that people pay over \$5,000 dollars on classes learning the things and to become certified as a computer tech. But we were instead getting paid to learn this. So in the end I feel this was a good experience I learned a lot and I thank everybody for this experience.

## My Experience-Mahleek Dailey

I've enjoyed my experience at Computer Village. On a personal level the instructors felt more like mentors, because they have been assisting on more than just an educational level. They have been helpful on a far greater scale than that. I've always wanted a career as a on call technician. This was more than just an opportunity for me. This was a privilege to be able to participate in this program. My co workers also helped me a bunch within the program. I felt like I was more than just the average person in the room. I felt very important and I was never discouraged by anyone in the class. Everyone was respectful and very beneficial. I find it amazing how we completed a book that grants us an opportunity to become certified technicians within 8 weeks. I appreciate the fact that my instructors took the time out their day to teach us what's in this book because they were on a free schedule. They didn't have an expected time of arrival, but they showed up every day to instruct us.

About once every two weeks, maybe more. There were motivational speakers to come in and gift us wisdom of their past life and also quotes that will stay in mind. There are quite a few quotes that are still in my head because I find these quotes very relatable and understandable. This quote has inspired me the most. It was "It's your attitude, not your aptitude that determines your altitude". I find this very understandable because I have always heard this saying about "it's not what you know, it's who you know". I am very thankful for the real world experiences, simulations and all tips and advice that were given to me on a level to benefit myself. My instructors really believe in me and consider me one of the top notch student within the class. My motivation towards this program has made me believe that I am able to become a certified Computer Service Technician at the age of 18 and be able to continue to pursue the path to my future. Everything is going the way I have wanted my life to be and it's going as planned.



*Mahleek Dailey*

*On a personal level the instructors felt more like mentors, because they have been assisting on more than just an educational level.*

## My Experience-Lamonte Woods

Honestly this is probably one of the best programs that I have ever been in. If I could have made up or thought of the perfect computer training program computer village would be it. Not only did I expand my knowledge about computers but I also made a very important group of friends and mentors. We have experienced so many great things in such a short amount of time and I am very grateful to have had this experience. I will always be thankful for everyone who has help me and all of my co workers get through this together.



*Lamonte Woods*

## My Experience-Michael Prater

I am Michael Prater from Computer Village. I would like to tell you about my experience at Computer Village. Computer Village was a great opportunity for me. I learned a lot of information from Computer Village and I am thankful for it. Computer Village taught the main parts of computers and the basic parts of technology. My expectations for Computer Village was become certified as a Tech 1 in IT Technology.



Michael Prater

## My Experience-Nathaniel Archie

This program was very exciting and I learned a lot. This program helped me with work experience and learning how to get along with supervisors and coworkers. Having a job help people gain experience in every area because having a job teaches you responsibility, and leadership. I would like to thank everyone that had some part in this program. The reason being is because they didn't have to take the instructors time out of their day to

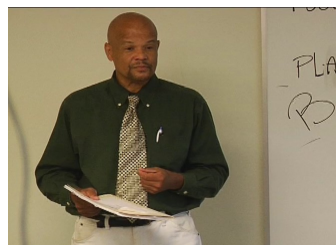
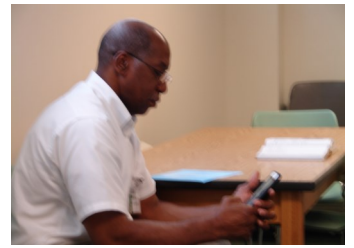
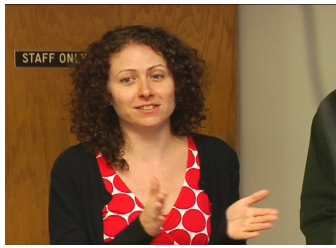
teach us how to earn our A+ certification. The program could have had a instructors that really didn't care if we learned the stuff or not but they took the time to teach us and make sure that the information stuck in our brain. This program was also a pilot so it was very successful and I really enjoyed it and I will defiantly come back next year.

*This program helped me with work experience and learning how to get along with supervisors and coworkers.*



Nathaniel Archie





# COMPUTER VILLAGE IN PARTNERSHIP

