

SUCCESS STORY:

CRYSTAL PETERSON

At the end of 2019, Crystal Peterson was working in Raleigh, NC as a sales associate at Home Depot. Although she was employed full-time, Crystal was anticipating the arrival of her new daughter and wanted to start pursuing other opportunities to build a career to best support her family.

Crystal received an email from New Apprenticeship (NEW) that piqued her interest. New's IT ServiceNow Apprenticeship offered the paid experiential learning and training she needed to launch her new career. She also hoped to work toward finishing a degree, which aligned with NEW's degree apprenticeship model offering college credits through Southern New Hampshire University. Crystal applied, was accepted, and began her IT training at NEW shortly thereafter.

Throughout her 12-month apprenticeship at Infosys, Crystal facilitated developer responsibilities for tasks in queue, processed tickets and incidents, created a landing page in the ServiceNow portal for Amazon Web Services (AWS) self-service provisioning, and analyzed datasets and created corresponding reports. She also obtained numerous in-demand certifications including ITIL v4, Google IT Support, and AWS - Services Overview certifications.

 **I'm excited for the future and really thankful for the experience that I got through New Apprenticeship.** 

Crystal graduated successfully with NEW's first cohort of IT apprentices in February 2022 and continues excelling in her position at Infosys. She enjoys her position and says that, "I definitely see myself in the tech field long-term. I'm getting to do so much learning and my coworkers at Infosys are great." She is studying for her ServiceNow Certified Systems Administrator certification and also plans on enrolling in NEW's partner program to earn college credits at Southern New Hampshire University. In reflecting on her transformation from before the apprenticeship until now, she notes that, "I am happier, mentally and everything is in a better place than it was a year or two ago."

Crystal wants future apprentices to know that, "you have to dedicate the time and have patience with yourself, patience was key for me," but that the hard work truly pays off and can "open a lot of doors and put you on a brand new path."



Crystal Peterson, one of NEW's first Infosys Apprentices, left her job as a Home Depot Sales Associate to begin a career at Infosys. She now excels in her position as a full-time Tech Process Associate.



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