

Mike Smith



Joined ITeC in May 1991, following the City & Guilds Electronics course.

During the first training period I spent time in the workshop and production areas covering basic electronics training, manufacturing, fault finding, diagnostics & repair work.

I soon went on placement to Cobus Communications as a trainee engineer. Initially I shadowed an experienced technician in all aspects of the job including; cable installation, system implementation & programming.

After about a year I was employed. Once I had passed my driving test I carried out my own jobs, which involved travelling around the country putting systems in place; following on from this I was involved in training new staff using the skills & experience that I had developed over the years.

My role has naturally progressed through my experience in addition to the ongoing success and growth of the company.

My current title is Technical Sales Consultant and Operations Manager; I deal with enquiries from clients, book in the engineers faults & installation work, oversee the equipment requirements, customer invoicing and generally liaise with the engineers and clients to ensure we maintain a high level of customer service at all times.

In addition to my daily tasks I also hold a consultancy role, which involves business networking, advising new and existing clients on products and systems available in order to provide the best technical solutions for their business.

In order to develop myself further and maintain proficient in my work I continue to study in various fields. Following on from the Electronics course at the ITeC I have successfully completed a Mentor IT course, Management courses & numerous manufacturing courses and am presently working towards an Accounts level 2 Bookkeeping qualification.

“Joining the Hull ITeC provided me with a good stepping stone into the technology industry”

Mike Smith
Technical Sales and Operations Manager
Cobus Communications
Unit 4B
Colt Business Park
Havelock Street
Hull
HU3 4JH

Tel: 01482 326703