



**NEW Apprenticeship**

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# INFOSYS TECH APPRENTICESHIP CASE STUDY

65

So far in 2021, Infosys has hired **65** NEW apprentices to fill entry-level ServiceNow Admin and Developer roles.

## Creating NEW Pathways for Non-Traditional Talent



81% are Underrepresented in Tech



Only 1.5% of hires had a Bachelor's Degree



90.4% Did Not Possess Any IT Certifications

## Infosys Apprenticeship Timeline

Interview/Hiring



### Pre-Employment Training

ServiceNow, ITIL, Agile basic coding

\*ServiceNow CSA Certification

### Apprenticeship

ITIL | Advanced ServiceNow | Google IT | Computer Network | Cybersecurity | Systems Admin | Operating Systems

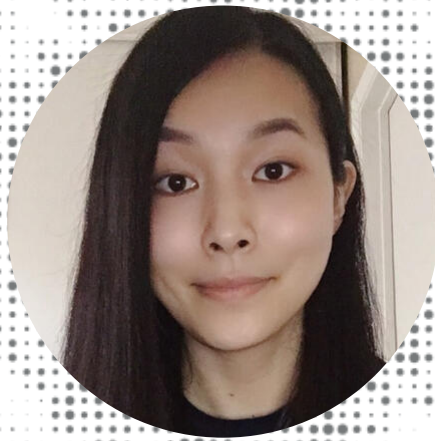
\*Certifications: ITIL 4, Google IT Support, Certified Implementation Specialist

“ I can't wait to continue my career into the ServiceNow platform. It has been a lot of fun and I can truly see myself working with the platform for a long time and hopefully can make it into my career as I move forward and gain more knowledge. ”

- Zakery Brito, Apprentice from IT Cohort 5



# Key Success Story: Naomi Chu



Working in the hospitality industry, Naomi Chu suffered from a poor work-life balance. The industry's expectations often left her feeling obligated to work more hours than intended. Combined with a competitive, unsupportive atmosphere, the overall environment led her to seek a new path.

Naomi began NEW's Pre-Apprenticeship Program in October 2020. As an IT beginner with little work experience, she felt "like an imposter" when she started the apprenticeship. Naomi says that despite her inexperience, "my co-workers all trust that [NEW] brought us in for a reason and took the time to help me" and that "the 'freshers' (as new employees are affectionately called) are adopted by veteran employees." Naomi felt "clueless at first," but used her natural capabilities and problem solving skills to find solutions when she hit roadblocks in her learning.

“ Now, I look at every day like a new problem that I am excited to solve. ”

As a full-time Infosys Tech Process Associate, Naomi feels valued and that her contributions never go unnoticed. She remarks that her apprenticeship experience was significantly better than she anticipated. Indeed, she has utilized NEW's program, resources, and partnership with Infosys to launch a new career and transform her life in just 12-months' time. Naomi's story is just one of many proving the success of Infosys and NEW's partnership.

Naomi Chu, one of NEW's first Infosys Apprentices, transitioned from the hospitality industry to begin a career at Infosys. She now excels in her position as a full-time Tech Process Associate.

“ I don't feel stuck anymore. I have a new path. ”  
- Naomi Chu

**Ready to Build a Sustainable, Cost-Effective Tech Talent Pipeline for Your Business?**

**Start Building My Talent Solution**

