

# Case Study: Lynette Holden – ITIL® 4 Foundation Training Success Story

theknowledgeacademy

**Lynette Holden**  
IT Support Technician

## Why?

Lynette Holden, an IT Support Technician, wanted to **strengthen her professional profile** after realising she was missing out on job opportunities due to not holding an **ITIL® Foundation** certification. She sought recognised training that would help her gain the qualification and stand out to potential employers.

## Solution

Lynette chose **The Knowledge Academy** for its **affordable cost, easy joining process, quick course availability**, and comprehensive learning resources. The inclusion of an exam voucher made the offer even more convenient and value-driven for her learning goals. The ITIL® 4 Foundation course offered a clear and structured introduction to IT service management, supported by extensive materials.

## Experience

Lynette described the training as **top class**. She rated it **10 out of 10**, praising the trainer for being knowledgeable, engaging, and supportive. The course materials were extensive and well-structured, ensuring a complete understanding of ITIL principles. She also noted that the overall booking and learning experience was very smooth.

## Outcome


The **ITIL® 4 Foundation** training gave Lynette the confidence and qualification she needed to advance in her career. She stated that the certification has already helped her **stand out more in job applications**, enhancing her professional visibility and employability.

## Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Very smooth and easy

## Client Testimonial



**Lynette Holden**   
IT Support Technician



“The training was professional, easy to follow, and delivered by a knowledgeable instructor. The process was seamless, and it has already helped me stand out more in job applications. I’d highly recommend The Knowledge Academy.”