



CSI Student Spotlight

Christian Lessage graduated from CRLS in 2017, completed the Year Up program in 2018, and began the College Success Initiative in January 2019. Christian worked closely with CSI Success Coach Beth Sullivan, who connected him to resources like the Cambridge Employment Program for career planning assistance and provided support throughout his college career. Christian graduated from BHCC in 2022 with a degree in Network Administration and currently worked as a Technology Support Specialist.

Beth interviewed Christian to learn more about the experience that led him to his current job, what he likes most about it, and his advice to current CSI students.

Beth: *Congratulations on your graduation from Bunker Hill Community College in December! It is so nice to see you! It's been a pleasure to work with you through the City of Cambridge College Success Initiative. You've been on quite a journey -- involving the Year Up program, college, and several other jobs -- to wind up in the satisfying job you have now.*

What is your current job and how long have you been there?

Christian: My title is Technology Support Specialist and I have been there for about a year. I work at an independent school in Cambridge, helping students and teachers with computer technology issues. If people are having trouble with their computers, I help them solve the problem. Sometimes I do this on the phone and other times I go to their offices. Also, I update all the laptops for all student and teacher computers. Sometimes I have to teach myself some things by using YouTube. I help them set up the equipment for plays, concerts and graduations. I have to try and stay calm as people with computer problems are often stressed out!

Beth: *What do you like about the job?*

Christian: I have my own office and computer. I get to move around the school campus, and I am always learning new things. The students are nice to work with too. I enjoy helping people and they are really appreciative. Also, I'm expanding my network. A person who worked in my department left to go to another job. As he was leaving, he gave me his business card and asked me to contact him if I'm ever looking for another job. He said he'd like to work with me again someday!

Beth: *Are there any benefits that come with the job?*

Christian: The school pays me a good salary; more than I have ever made before -- by a lot. I was just able to buy a car, even though my job is close to my house. They provide me with health insurance and also offer tuition reimbursement. This means they will give me money to continue my education -- as long as I get good grades!

Beth: *Is there any other good stuff you want to share?*

Christian: I have a lot of freedom. I walk around to different buildings as issues arise and I fix them. In between issues, I work in my office waiting for the next issue to arise. The days fly by because I am very busy and I like what I am doing and the people around me are nice.



Beth: *How did you get this job?*

Christian: In the pandemic, I was working as a receptionist at a nursing home. It was really hard because so many people around me were suffering from COVID. I did my best but it was hard. Having the receptionist experience to put on my resume was helpful in getting my next job. I got free help on my resume from the Cambridge Employment Program at the Cambridge Office of Workforce Development. I applied for a receptionist position at the school and I got the job. I got to know how things work at the school. Also, I let my boss, a retired Cambridge police officer, know that I was studying computers. She kept an eye out for other opportunities for me and I guess I did a good job, as she helped me get this job. She found out about the Technology Support Specialist job at the school and encouraged me to apply and them to hire me!

Beth: *Do you have advice for current students?*

Christian: Find the people who can help you (professors, coaches, mentors at work)? Do your own research and get an education. Communicate with other people and let them know what you are interested in. Put yourself out there - you never know what opportunities will show up!