

To Global Knowledge,

I am writing this letter to say a special thank you so far, for the excellent level of training that I received in Wokingham 22nd September to the 26th September for my ICND1 course. I attended the course with Keith Cross, who is an excellent trainer. I passed my exam last Sunday with a fantastic score.

As I am paying for these courses myself there is a greater emphasis on success. The surprising thing was that out of 5 areas of testing I scored 3 100%, TCP/IP addressing, Routing and LAN Switching. TCP/IP was a weak area for me, in the past and has been for a long time, even with my Microsoft exam, especially 70-291. This course allowed me to go back to basics and learn this topic to exceptional level.

Keith was a fantastic trainer and the money well spent was a great investment in my future. I have since recommended the course and the facilities to a possible new posting abroad that this course has helped me to achieve.

I have since made further enquiries and want to take the CISCO voice course with Global Knowledge, in the New Year. I am looking forward to the next part of the course and for taking my ICND2 exam and completing my CCNA qualification. Keith Cross will be taking this course which I specifically asked for and thank you for the consideration for that. Again I would like to say thank you and congratulations for a good setup.

Yours sincerely

James McArthur, CCENT!