

Dwayne Boyd, Perseverance Pays Off!



My name is Dwayne Boyd and I am a fifty-year-old man with cerebral palsy I am also the head of the household supporting my family. I lost my job as an IT professional working for a leading off-price clothing retailer after twenty-three years in the summer of 2018, as the business decided to change the way support was being delivered.

By nature I am a determined soul. As a quadriplegic, it is imperative for me to do more to prove myself to the world. Once unemployed, I applied for technical support positions without much success. Refusing to accept defeat I turned to MassHire North Central Career Center (MNCC) for direction and support.

Originally, I wanted to stay within the realm of IT support as it is not easy to find a job that met my physical needs. The staff at MNCCC helped me to understand I had options for retraining and presented several opportunities. I learned I was eligible to take classes in cybersecurity and computer networking. After completing the training, and preparing for exams, my unemployment benefits ended but I had yet to find a job in cyber security.

Financially, I was forced to open up my options to gain employment. MNCC sent out an email advertising about their virtual job fair. It seemed like a long shot especially as a virtual job fair, but I took a risk, attended it and it paid off.

As a result of that virtual job fair, I interviewed with Digital Federal Credit Union to become a member of their Information Center team. I began working in September 2020 taking member service calls. It was a great fit for my working needs and today, I've been promoted to the Loan Status team.

It took a lot of personal work to find new employment but I stuck with it and it feels great. MNCCC was a great support, helping me through the process, access free training and meeting my current employer through their job fair. I believe persistence and flexibility are the reason why I succeed. Written by Dwayne Boyd.