

## Qualified Computer Engineer; Kevin Genner



Kevin is a skilled computer engineer who started as a skilled sheet metal worker – welder. Kevin initially developed an interest in computers around 1983 when, having purchased a Sinclair Spectrum, he developed an interest in programming and took – passed a number of computer courses.

Kevin realised that he “was a natural with computers” and his high grades allowed him to obtain employment in the computer industry (with Jentech) and in 1985, after approx 1yr employment, Kevin became manager of Jentech Computers, Telford.

After several years, Kevin left and started A1 Computers - Dawley (with Joe Killman and Paul Fox). After only a few months, Kevin sold his stake in the business and started A&A Computers the Parade Shifnal, which rapidly grew into the counties premier Commodore Amiga and Atari ST dealer (also supplying early PCs to local business, schools etc).

Disaster then struck when Kevin (who is right handed) broke his right elbow and could not work for approx 2.5yrs as he underwent treatment and awaited an operation. A&A Computers (Shifnal) closed.

Following successful surgery, Kevin was immediately employed by Mitac as a computer service engineer. At that time, Mitac built PCs. Kevins role was to repair faulty PCs in-house.

Mitac were very successful and so gained contracts to build PCs for Compaq (world leading computer manufacturer at that time). Kevin was promoted to the Compaq section, and having successfully identified and resolved numerous issues which affected Compaq worldwide, he was head-hunted by PSM Micros (who were Shropshire`s leading computer service & repair company at that time and a leading Compaq dealer – repair and service company).

Kevin ran the Compaq repair section of PSM. He was “put through” the official Compaq certification exams (which he passed) and he was responsible for training engineers, fault finding and returning faulty parts – ordering replacement parts. This process (successfully fault finding and successfully repairing Compaq computers) was known within the industry as “returns”. During his time at PSM, Kevin was consistently rated no1 in Europe by Compaq for “returns” (totalling approx 3.5yrs).

Kevin was then head hunted by Dataworld UK.

Dataworld specialised in computer storage (eg; hard disk drives, network storage, server storage, portable storage etc). Kevin was responsible for in-house systems, product development, networking etc and was Dataworlds senior engineer with responsibility relating to all major projects.

As a result of the above, and over numerous years of employment, Kevin successfully worked on, designed and resolved IT issues for Brunel University, Hull University, WH Smith, Kodak, Rolls Royce, Cisco, CO-OP, British Aerospace, Great Ormond St Hospital, Greenwich Hospital, MOD (GCHQ, AWE – Atomic Weapons Establishment, Fleet Air Arm, MDBA – Ministry of Defence and British Aerospace, Abbey Wood Procurement centre – eg; Kevin resolved issues affecting 260 PCs installed on HMS Ark Royal etc, etc).

Additionally, Kevin installed the computer systems at hospitals in London, Liverpool etc. These contracts were via ICO; who insisted that Kevin performed the installations (as did North Mersey Health Authority, WH Smith, Cisco and MOD IT procurement).

Please note; many of the [Shifnal Computer Repair Reviews](#) date back to Kevins time at Dataworld.

Kevin left Dataworld following an offer of employment from Maztec UK which allowed him the opportunity to “get his hands dirty” – fault finding and repairing computers on site; nationwide.

Kevin's role at Maztec was that of a “high end” field service engineer. Basically he travelled the UK repairing computers and resolving various IT and networking issues in offices and homes, and also in-store (throughout the UK) resolving “obscure” issues for Comet electrical and also PC World.

However, Kevin only stayed at Maztec for just over 14 mths. He realised that many people lose their Windows re-installation disks. Therefore he effectively created the computer recovery disk market. He initially contacted Microsoft, became a Microsoft Partner and was given permission to supply Windows Recovery Disks when the manufacturers ceased supply.

The business ([Genner Communications](#)) grew rapidly and moved into two offices at Wolverhampton University. At this time, Kevin also set up A&A computers so that he could continue to “get his hands dirty”, but the main focus was the Recovery Disks.

We developed the market and the business grew to the point where we were supplying computer recovery disks worldwide. We were being [recommended by PC World](#), by other major stores and by manufacturers such as HP - Compaq, Dell, Toshiba, eMachines and others. We were also in initial discussions with HP-Compaq and Dell to effectively take over the supply of all recovery disks. However, Microsoft suddenly withdrew permission to supply.

Kevin was forced to comply and closed the offices and the recovery disk business. He continued with [Shifnal computer repair](#), [Telford computer repair](#), [Bridgnorth computer repair](#), [Newport Shropshire computer repair](#), [Market Drayton computer repair](#) and [Shrewsbury computer repair](#) whilst designing a system where permission from Microsoft was not required. However, people were now selling counterfeit recovery disks and Microsoft continued to “try causing problems” (presumably because they wanted people to purchase Windows again).

Kevin therefore ceased supplying Computer Recovery Disks to concentrate on building [Shropshire UK Computer Repairs](#).



**Fast, Low Cost, High Quality IT Support**

Kevin currently performs all computer repairs and reinstallations, and all [Shifnal computer virus removal](#).

Kevin also performs [Bridgnorth computer virus removal](#), [Telford computer virus removal](#), [Newport Shropshire computer virus removal](#), [Market Drayton computer virus removal](#) and [Shrewsbury computer virus removal](#).

We are based in Wellington & we offer fast, low cost, high quality, Shifnal computer repair and support.

Please note; one of our “pet hates” is “having to deal with” IT call centres where we know more about their products than the call centre staff.

Since closing the university offices, we have worked from a small office at home (57 Orleton Lane, Wellington, Telford) without issue. This arrangement is obviously temporary and will be addressed in the near future.

We also intend to expand by working with qualified, experienced computer engineers nationwide to supply a new level of IT support and customer service.

Meanwhile, we now offer UK wide services. We [repair slow laptops](#), we [repair slow PCs](#).

We also offer [Shifnal laptop fan repair](#), [Shifnal laptop power socket repair](#), [Shifnal office computer support - repair](#), [Shifnal home computer repair](#), [Shifnal Data Recovery](#) and [Shifnal Home Computer Lessons](#).