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or by phoning Checked and Vetted on 0191 65-111-65

Walker IT Support

Checked and Vetted Membership

Member Since : 09-Jul-2013

Member Number : 156218

Contact Information

Name : Mr Graham Walker

Address : 40 Hyde Park Street Gateshead
Tyne and Wear NE8 4QB

Telephone : 01915800359

Mobile : 07806945924

Web : www.walker-it-support.co.uk

About this Tradesman

Limited Company : No

Vat Registered : yes, 991513309

Public Liability Cover : Current-Verified till 12 Aug 2015

Cover Amount : 1,000,000

Insured By : HISCOX

Accreditations

Checked and Vetted Member No. 156218

Recent Customer Feedback

Moving all components from one PC case to another and installing a new graphics card.

8.3 / 10

After buying a new graphics card and PC case, I was looking for someone who could move all of my old components (except for the GPU) to the new case. Fortunately, I learned about a local business called "Walker IT Support" which seemed to offer just the services that I needed - and they work all week, from 8:00 till 20:00!

Graham arrived on time and was very professional, though he did run into some trouble with the work. This was mostly due to the fact that my old PC was pre-built and everything was really cramped in there, including a villainously placed optical disc drive. With a little bit of help, Graham finished the job in almost 2 hours. This took longer than expected, but there was always that possibility and I was made aware of this beforehand.

Unfortunately, it turned out that the job wasn't actually 100% finished when Graham left (there were still a few connectors left undone). However, upon being informed of this, he ensured customer satisfaction by completing everything that was left to do on very short notice and at no extra cost. This was a relief, considering that the service already cost £50.

Overall, Walker IT Support is a trustworthy company with plenty of experience in the field. It's a great choice for anyone who lives in the area and needs something tech-related done fast. I highly recommend them. Practically the only disappointment I had with the company was its fairly high prices.

Customer in Gateshead, 09-Oct-2014

Software problem due to Windows updates.

10 / 10

Graham went above and beyond call of duty - answered my email on a Saturday night and was here at 11am Sunday, job done in 30 minutes, very reasonable. Would not hesitate to use him again and would recommend to any other freelancers out there.

Customer in Gateshead, 14-Sep-2014

Replaceable Laptop Screen and diagnostics on crashing PC

10 / 10

I found Graham on the Checked and Vetted site and picked him as his feedback was excellent. Graham is absolutely the most helpful and knowledgeable IT expert. I called him about 10 days ago and he explained it would take a while for the screen to come in as it is an obscure make. He came round to my house and fixed it on the day and EXACT time promised and you would NEVER know that the screen had ever been smashed. He took considerable time to diagnose problems with my PC and he did not charge me for that extra advice. Stay safe, save money and get online with Walker IT Support. Thank you Millie x

Customer in Gosforth, 01-Sep-2014

Slow running pc

10 / 10

Graham was very professional, punctual and helpful throughout, taking the time to explain things that I could do myself to retain optimum performance. He advised me on updating my Windows package and then completed the install for me. Available at the end of the phone to help with any niggles I have already recommended him to friends and would not hesitate to contact him again for further IT support.

Customer in Gateshead, 27-Aug-2014

unable to link new printer to established computer system

10 / 10

I had struggled for 4 days to access printer despite instructions from company who supplied. No joy. Phoned Walker IT, Graham came same day in time frame promised and sorted it. As well as being efficient, he did not treat me as an older female computer user as an idiot! which I have had in the past from other companies.

Customer in Gateshead, 13-Aug-2014