

Ayanah Hanks

Reflection Paper 3

Date: 4/20//2026

ODU Spring 2026

IP Configure

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Internship Reflection Paper

During my most recent 50 hours as a technician intern at IP Configure, I have continued to grow both technically and professionally. My increase in confidence in my ability and skills to work by myself is one of the biggest changes I have noticed. When I first started my internship, I relied heavily on guidance and needed to be supervised for the most part, but now I am able to complete tasks on my own without needing someone to watch over me. I am very proud of how much I have improved since then.

An important moment during this time was my 60-day review. During this meeting, I had expressed my interest in wanting to work with a variety of servers because the job had started to feel repetitive because we were working on the same Dollar Tree servers every day. I want to challenge myself and develop my skills. Since then, we have started receiving more types of servers, including the Wawa servers. These servers are significantly larger and more complex, sometimes containing multiple CPUs and additional components. Working on these systems has pushed me to pay even closer attention to detail and increase my knowledge server assembly.

Something that has been hard for me about the newer servers has been updating the BIOS. Compared to DT servers, this process can be more difficult and requires careful attention to ensure everything is configured correctly. However, overcoming these challenges has helped me grow and become more comfortable handling harder responsibilities.

Another area that has improved for me is my speed. Recently, we had a meeting where we discussed our server build times and measured how many servers we could complete in an hour. I have improved my speed and can now build an average of three servers per hour. While this is still lower than some of my coworkers, who can build around six servers per hour, it shows that I am making progress and continuing to improve my performance.

Also I have been taking the feedback from previous reviews seriously. I have made more of an effort to speak up , ask questions, and ask for more work when I am finished with all of my current tasks. This has helped me stay focused and show initiative, which I know will be important for the future as well.