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Toano Contractors

### Reflection #2 (100 hours)

Since I've completed my first 100 hours as an IT and cybersecurity intern at Toano Contractors, I've been able to really get into the role and notice how technology enables the day-to-day activities of the company. At the beginning, I was just getting used to the way things worked and where I could help. But in the past few weeks, I have transitioned from observing to being able to contribute to projects that keep the business running.

One of the biggest things I've learned is how heavily the company relies on Samsung tablets. Just about everyone, whether they're in the field or the office, uses one for project management, tracking materials, and communicating with coworkers. These tablets have replaced a lot of old-school paperwork, which keeps everything more organized and accessible. My job has been to help make sure these devices are secure, current, and properly backed up. That means fixing sync issues, managing app permissions, and making sure data is not lost or exposed.

It's been interesting to see how security fits into something as ordinary as a corporate tablet. I used to think cybersecurity was all about hacking or protecting huge

networks, but I've learned that it's just as much about small, daily habits. Making sure passwords are strong, devices are encrypted, and software that stays up to date are all part of the bigger picture. I've even been helping put together a checklist for managing the tablets, so future interns or employees can follow the same security steps more easily.

Another major part of my work has been building and setting up computers for employees. I've built several machines so far, and each one has taught me something new. Before installing, I interview the employee about what he or she uses their computer for so I can see what hardware and software to equip it with. It's not a cookie-cutter process, someone who creates project estimates doesn't need the same configuration as someone who uses blueprints or CAD files. Once I've built the computer, I load the operating system, adjust, and prepare it for network usage and security.

In creating these systems, I've gotten to know best practices for workstation cybersecurity better. I make sure antivirus is enabled, auto-updates are turned on, and accounts are configured with strong passwords. I've come to appreciate how easily these simple steps are overlooked, and how huge an impact it has when neglected. These small things make a big difference in a safer and more efficient space for the entire company.

The internship has also shown me how important communication and professionalism are in IT. It's not just about knowing how to fix things, it's about explaining issues and solutions in a way that makes sense to people who might not be tech-savvy. I've learned to be patient, to ask the right questions, and to make sure people understand what I'm doing and why. It is pleasant when someone tells me that the system I set up made their workday easier.

Over the past 100 hours, I've also been more engaged in data management and internal cybersecurity discussions. I've helped review how the company handles and protects sensitive data, and I've made recommendations concerning backup techniques and potential security upgrades. I'm still an intern, but I've appreciated that the employees here take my recommendations seriously and respect my opinion. It's motivating to feel that the work I am doing is important.

Looking back, I can confidently say that these initial 100 hours have been a great learning experience. I've become more comfortable with both my technical and people skills. I've learned how IT and cybersecurity are crucial to the success of a business, even a non-technology-based business. Every update, password policy, or system configuration is a part in maintaining the company securely operating and effectively.

Overall, this internship has served only to reinforce the notion that IT and cybersecurity are the right career choices for me. I've been able to apply what I've studied in school to real-world situations, and I've seen how even small input can have a big effect. Continuing through my experience at Toano Contractors, I look forward to taking on more difficult projects, acquiring more advanced skills, and continuing to help improve the company's technical infrastructure.