

## Reflection #2

The past 50 hours of my IT Security Analyst Intern role have been both insightful and rewarding, allowing me to deepen my understanding of cybersecurity operations in a hands-on environment. As I progress in my internship, I continue to see strong connections between my coursework and the real-world application of security principles. This experience has not only enhanced my technical skills but also strengthened my ability to think critically, communicate effectively, and adapt to dynamic security challenges.

During this period, I have been actively involved in firewall management, processing security tickets, and documenting SMSing and vishing procedures. One particularly engaging task was analyzing firewall logs to identify unusual traffic patterns, which reinforced my coursework on network security and threat detection. Additionally, handling phishing tickets while on-call has sharpened my ability to recognize social engineering tactics and respond to them efficiently, which is crucial in today's cybersecurity landscape. I also contributed to refining documentation for SMSing and vishing protocols, ensuring clarity and compliance with security best practices. This task highlighted the importance of strong communication skills in cybersecurity, as well-documented policies are essential for effective security operations.

Beyond technical skills, my time in security operations has taught me how to manage multiple responsibilities under pressure. Balancing ticket resolution, on-call duties, and documentation has improved my ability to prioritize tasks while maintaining attention to detail. One challenge I encountered was a particularly complex phishing case that required deep investigation. Through collaboration with my team, I was able to trace the attack vector, reinforcing the importance of teamwork and continuous learning in cybersecurity.

Overall, this internship continues to bridge the gap between theoretical knowledge and practical application. Every ticket resolved and every firewall adjustment made strengthens my expertise and confidence in this field. Moving forward, I aim to expand my knowledge of security automation and incident response strategies. This experience has confirmed my passion for cybersecurity, and I look forward to applying these lessons in both my studies and future career.