Reflection Paper #1

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Over the course of my internship, I have developed and presented a list of responsibilities that I can handle independently with little to no supervision. As I have continued learning the company's systems, expectations, and daily operations, I have gradually become more confident in my ability to contribute in a meaningful and professional manner. I have participated in meetings alongside my supervisor and another cybersecurity professional within the company, where I have been involved in discussions regarding the planning and implementation of security measures designed to protect sensitive client information communicated through company accounts and the organization's website. Through these meetings and discussions, I have gained additional exposure to the importance of cybersecurity planning, organizational communication, and proactive security practices within a growing company environment. Additionally, I have been learning about further security practices intended to safeguard employee information from external threats, phishing attempts, unauthorized access, and other cybersecurity risks that could potentially impact the organization.

At the request of my supervisor, I also began researching asset management and helpdesk solutions, specifically focusing on tools such as Spiceworks. The goal of implementing this platform is to establish a structured and organized ticketing system as part of my helpdesk responsibilities for company employees. This system allows employees to submit support requests through a dedicated helpdesk email, enabling me to respond more efficiently while prioritizing tickets based on urgency, severity, and overall impact on business operations. Through this process, I have been learning more about IT support workflows, user communication, troubleshooting procedures, and the importance of maintaining organized documentation when handling technical support requests.

In addition to ticket management, the platform is also being utilized for company asset tracking and inventory management. This includes documenting assigned devices, tracking which employees' devices are assigned to, monitoring the condition and status of company equipment, and maintaining organized records for future reference. Because the company continues to grow, having a centralized inventory and tracking system is important for both operational efficiency and cybersecurity purposes. Spiceworks also provides remote support functionality, which is especially valuable due to the hybrid nature of my position and the geographic distribution of employees. This capability allows me to provide technical assistance remotely when in-person support is not possible, while also helping me gain experience with remote troubleshooting and user support in a professional environment.

So far, I have successfully set up the company helpdesk account and dedicated helpdesk email for Envision. All tickets submitted through Spiceworks are routed directly to me, so I can assist employees with routine IT-related issues in a timely, organized, and professional manner. I have also begun entering company assets into the system for tracking and inventory purposes. In doing so, I have been communicating directly with employees to collect information regarding assigned devices, including serial numbers, manufacturers, and device models, so the inventory database remains accurate and updated. This experience has helped me strengthen both my organizational and communication skills while also improving my confidence when interacting with employees in a professional setting.

In addition to my current responsibilities, I have also been informed that I will be collaborating with another cybersecurity consultant based in Brazil and assisting with scripting and coding related to the company’s AI-focused projects and development efforts. This upcoming opportunity is something I am especially excited about because it will allow me to

expand my technical experience beyond helpdesk and asset management responsibilities while gaining additional exposure to programming, automation, AI technologies, and collaborative cybersecurity work. I believe this experience will help me further develop my technical problem-solving abilities while also giving me insight into how cybersecurity and artificial intelligence can work together within a business environment. Working alongside another professional internationally will also help me continue building communication and collaboration skills within a broader professional setting.

Throughout this experience, I have felt supported by both my colleagues and my supervisor, which has helped me become more comfortable and confident in my role as I continue adjusting to the internship environment. Since this is one of my first experiences working within a professional IT and cybersecurity setting, I have learned a great deal not only about technical responsibilities, but also about professionalism, workplace communication, teamwork, accountability, and adaptability. I have learned the importance of asking questions, remaining organized, communicating effectively with employees and supervisors, and approaching responsibilities with professionalism and initiative. Although I am continuing to learn and adapt, I feel that this internship has already provided me with valuable real-world experience that is helping prepare me for a future career within the cybersecurity and information technology field.