

Reflection Paper #6

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As I complete the final fifty hours required for my internship course, I have found myself reflecting on everything I have accomplished since my first day at Envision Holdings Group. When I began this internship, I hoped to gain practical experience that would allow me to apply what I had learned in the classroom to a real-world IT and cybersecurity environment. While I expected to develop technical skills, I did not anticipate just how much I would grow professionally, personally, and in my confidence. Looking back over the past three hundred hours, I can clearly see how much my role has evolved and how much trust the company has placed in me.

Throughout this internship, I have been given opportunities to work on projects that directly impact the organization's daily operations and long-term security. I have provided technical support to employees, troubleshoot hardware and software issues, assisted with remote support, maintained technology inventories, researched and implemented cybersecurity solutions, created Standard Operating Procedures, and developed the company's IT Employee Handbook. I have also had the opportunity to purchase and deploy a company-wide Norton Antivirus solution, helping strengthen endpoint protection while gaining valuable experience evaluating and implementing security software in a business environment.

One of the experiences that has had the greatest impact on me was participating in both the offboarding of a terminated employee and the onboarding of a new employee. These responsibilities allowed me to experience the complete lifecycle of employee account management from an IT and cybersecurity perspective. I archived company data, secured and disabled user accounts, wiped and prepared company equipment for reuse,

created new user accounts, configured permissions, installed required software, and prepared a workstation so a new employee could begin working immediately. These tasks reinforce how critical proper procedures are for protecting sensitive information and maintaining business continuity. They also demonstrated how cybersecurity extends beyond defending against external threats and includes implementing secure internal processes that protect company resources every day.

Working on the IT Employee Handbook has also been one of the most meaningful projects for my internship. Creating documentation that employees will continue using long after my internship has required me to think beyond solving individual technical problems and instead focus on building long-term solutions. I have written security policies, onboarding guides, technical procedures, and best practices that make technology easier to understand while promoting a stronger security culture within the organization. This project has strengthened my technical writing skills, improved my ability to communicate complex concepts to non-technical audiences, and showed me how valuable good documentation is to an organization's success.

The greatest milestone of this internship came when I officially received a job offer letter from Envision Holdings Group to continue my employment after completing my internship. Receiving this offer was an incredibly rewarding moment because it represented much more than simply being offered a position. It demonstrated that the company recognized the value of the work I have contributed over the past several months and trusted me to continue growing within the organization. Throughout my internship, I consistently challenged myself to learn modern technologies, accept additional

responsibilities, and contribute wherever I could. Knowing that those efforts resulted in a formal job offer has been one of the proudest accomplishments of my academic and professional career.

Receiving this opportunity has also given me confidence as I prepare to graduate and begin my career in cybersecurity. Like many students, I entered my internship wondering whether I was truly prepared to work in the field. Through hands-on experience, mentorship, and progressively more advanced responsibilities, I have learned that success in IT and cybersecurity is not only about technical knowledge but also about communication, adaptability, organization, documentation, and a willingness to continue learning. This internship has helped bridge the gap between classroom education and professional experience in ways that no textbook or lab could replicate.

Although this reflection marks the completion of the required three hundred internship hours for my course, I do not view it as the end of my journey with Envision Holdings Group. Instead, I see it as the beginning of the next chapter of my professional career. I am excited to continue working with the company, expanding my technical knowledge, taking on larger projects, and contributing even more to its IT and cybersecurity initiatives. Looking back over these six reflections, I can see a clear progression from someone eager to learn into someone who has earned the trust to independently manage meaningful projects that directly support the organization. I am incredibly grateful for the opportunities, mentorship, and confidence that Envision Holdings Group has given me, and I look forward to continuing to grow as an IT and cybersecurity professional while making a positive impact on the company for years to come.