Reflection Journal #4

Muhammad Rabiu

CYSE 368 – Internship in Cybersecurity

ITS Student Worker – Old Dominion University

Date: March 22, 2025

Title: Growth in Complexity and Confidence

Crossing the 200-hour mark, the depth of my internship has transitioned from routine troubleshooting to tackling more nuanced technical challenges. Lately, I've been assigned tickets involving system-wide configurations, VPN access failures, and resolving software conflicts between legacy and updated platforms. These tasks required procedural knowledge and adaptability—frequently working across departments to ensure compatibility and security remained intact.

One recent project involved troubleshooting a multi-user device-sharing policy across a lab environment. What began as a login issue quickly evolved into a policy misconfiguration within Microsoft Endpoint Manager. Instead of escalating the ticket, I collaborated with the full-time staff to create a new deployment policy. The success of that project reaffirmed that my voice and skillset contribute real value, not just support.

ServiceNow has become a second language to me. From categorizing high-priority tasks to documenting fixes with clarity, I now recognize how precise communication saves time across

the entire team. I've also adopted a new habit of setting internal deadlines to balance speed with thoroughness.

Problem-solving has matured from reactive to strategic. With each complex ticket, I've learned to trace issues back to root causes, not just symptoms. That shift has enhanced not only my technical understanding but also my confidence in decision-making. Efficiency remains a focus—I've begun building a personal knowledge base of recurring issues and their resolutions, which has helped reduce response time and improved consistency in support delivery.

My sights are set on contributing to endpoint security policy and continuing to assist with device compliance auditing. I'd also like to shadow our cybersecurity team more closely. These next steps will bridge my hands-on IT experience with broader security policy implementation—critical for my long-term goal of becoming a cybersecurity analyst.

Total Hours Completed: 200