

Reflective Journal #6

Muhammad Rabiul

CYSE 368 – Internship in Cybersecurity

ITS Student Worker – Old Dominion University

Date: April 21, 2025

Final Reflection: Culminating Lessons and Forward Motion

Three hundred hours later, this internship has not only tested my technical limits—it's reshaped them. From initial support tickets to deeper backend diagnostics, I've seen a full spectrum of issues across a large-scale university system. This final phase required me to think beyond routine solutions and into root causes, especially with recurring system update failures tied to Endpoint Manager misconfigurations. I wasn't just fixing—I was learning how to prevent.

What stood out was a collaborative case where I coordinated with our networking team to troubleshoot a DNS-related outage affecting over 50 users. It taught me how to stay calm under pressure, align with other IT branches, and communicate clearly with non-technical users. That scenario reminded me that cybersecurity isn't just defense—it's support, clarity, and trust.

ServiceNow ticket triaging became second nature. I was quicker, more accurate, and could see ticket patterns forming before they spiked. Even training new student workers became part of my responsibility, adding a leadership angle I hadn't anticipated.

## Progress Toward Goals

I leave this internship more technically and professionally prepared. My confidence in managing incidents, identifying vulnerabilities, and handling user-side confusion has grown. I have also developed better efficiency habits, such as grouping similar issues, automating small tasks, and clearly documenting fixes for future teams.

This experience has clarified what I want to do next: deeper work in endpoint protection, automation scripting, and risk compliance. I'm now ready to take on full-time roles where precision, discretion, and agility matter. This wasn't just 300 hours—it was a launchpad.

Total Hours Completed: 300

Next Steps: Apply for cybersecurity analyst and GRC positions in Atlanta; continue building toward AI-integrated security solutions.