

Bank of America Corporate Audit Analyst 2025 Summer Internship

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## Bank of America Corporate Audit Analyst 2025 Summer Internship

## Introduction

I feel it is important to state that when it came to this internship, I had no idea what I wanted to do, only that it had to have some sort of cybersecurity component. Even though I am a double major in Cybersecurity and Cybercrime, cyber does not come easily to me. I am not a coder by nature, and though I have tried hard to learn coding, I have accepted the fact that it will never be a strong suit of mine. Due to this fact, I have been extremely worried about my future in Cybersecurity, and in fact have been intimidated by the field. Going into this internship I had a few goals I set for myself. The first goal was I wanted to find jobs in the cyber field that someone like me, an extremely limited coder, could go into. I knew no matter what type of job my internship was, I would be going into the unknown, in an office where I most likely didn't know anyone, in a field that I was intimidated by, which led to my second goal. Learn to find comfort in the unknown and to learn to trust my instincts. My third goal was to learn professionalism, and to make a positive first step in my professional career. Which led to my final goal, of networking. I wanted to make sure that I created a network of people that I could come to with questions, and that would be there for me and vice versa in the future.

Similarly, I did not know where I wanted to work. The only indication I had in regards to a workplace environment, was that I was looking for a company that worked similar to the Walt Disney Company. In 2022, I had the opportunity to participate in the Disney College Program, and it was one of the best experiences I have participated in. My favorite part about working for the Walt Disney Company, was the way that they treated their guest, cast members, and their surrounding communities. When taking those points into consideration, I started talking to those in my life who were post graduate to learn about their companies, and workplaces. One

company that stood out to me was Bank of America. The people whom I spoke with, spoke highly about the company's view on employee benefits, and surprisingly the company's philanthropic efforts to help better their surrounding communities.

Bank of America, as shown in the name is a financial institution, in fact it is one of the world's largest and respected financial firms. The reason behind the company being so respected, is due to the fact that the company is not only focused on its own business, but there is a huge emphasis on social awareness, and bettering the surrounding community. It is the belief of the company that in order for them to have a healthy business, their community must remain healthy as well. Although the company may be a key player in the financial market, it was not always this way. Bank of America was founded over 240 years ago. Founded in 1784, 5 years before the start of Washington's presidency, Massachusetts Bank was founded on the premise of providing the new independent merchant class access to capital. The Massachusetts Bank is the oldest legacy bank in Bank of America's portfolio. The Bank continued to grow merging and acquiring regional banks around the world. The office in Wilmington Delaware, and in Newark Delaware, are old Maryland Bank National Association Offices, a smaller regional bank purchased by Bank of America in 2005. The most notable and recent acquisition being the Merrill Lynch & CO. creating the Merrill branch of Bank of America.

When looking at how the business runs, it is important to note that there are eight lines of business, Retail Banking, Preferred Banking, Merrill, Private Bank, Business Banking, Global Commercial Banking, Global Corporate & Investment Banking, and finally, Global Markets. This is how the business makes their money. There is also a system set in place to protect our 8 lines against risk, which are the 3 levels of defense. This is where my role comes into play. As a Corporate Audit Analyst, it is my job to find and mitigate areas of risk, to protect the company.

What are the areas of risk, one may ask. There are seven main ones that we are trained to watch for at the bank, strategic risk, credit risk, market risk, operational risk, compliance risk, and reputational risk. It is essential for all teammates, especially Auditors to be aware of these risks, as well as how best to mitigate them.

### The Internship

The interview process for the internship was unlike any interview process I have gone through. When applying for Bank of America, each applicant can only apply for 3 roles with the company at a time. After choosing and applying for my three roles, the waiting game began. After a month or two I ended up getting an email letting me know that I have 48 hours to complete a virtual video interview for the Corporate Audit Analyst Program (CAAP) role. This interview was online, and it consisted of a system asking me questions about my integrity, how I approach a situation, and my work ethic. I had one chance to answer all three questions, and then the interview was submitted for review. The questions in this interview were really what made me take my first big pause when looking at the company. In past interviews, I was asked about my work ethic, teamwork, and my thoughts on the company. By asking about integrity in the first step, it showed me as a potential employee that the company is looking for well-rounded individuals, both inside the workplace, and outside of the company. Due to the nature of the questions, I definitely felt unprepared for the questions and so I was not confident in my answers. I personally, did not believe that I would be getting a call back for another interview, but to my shock I received an email two days later asking me to set up another interview. This interview was consistent of a two-part three-hour meeting, where I would meet with two separate individuals. This interview was nerve-wrecking, I did not know much about the role, nor did I have any idea of what qualified me for the role. However, I decided to go into this interview

with the expectations to talk about the company as a whole, rather than the role. It was a gamble to take that approach but seeing as I did not know much about the role it was one I felt I had to take. The interviewer who conducted the first part of my interview, was coincidentally a Cybersecurity professional who started out in the company as a Corporate Audit participant. The conversation went extremely well, we mostly spoke about the role, and my past jobs. I found that this was a good time to tell my interviewer that I may not be the best candidate for this position, as a future ambition of mine is to attend law school and get my Judicial Doctorate, J.D. The interviewer then explained to me that he also had ambitions to go to law school, and that Bank of America had a program where you could go to law school while working for them. This conversation helped build my confidence in working for the company. My second half of the interview consisted of a conversation on how I overcome adversity and work in a team with those I may not get along with. If I am being honest, I felt more confident about this interview than I did my first interview. At some point in the interview process, I was sent an email asking me to rank my location preferences. Those locations consisted of, Providence Rhode Island, Wilmington Delaware, Charlotte North Carolina, and Dallas Texas. The Tuesday before Thanksgiving, I received a call from my recruiter that I was being offered the role in my first-choice location Wilmington, DE. To note, since many interns have to move to a different location away from their schools or homes, Bank of America offers interns a housing bonus, to help cover rental fees for the summer. This is important for anyone who would want to apply for Bank of America but is scared to due to having to live in a different location.

The first steps of the Internship actually consisted of a business trip to New York City for the Bank of America 2025 Internship Orientation. This task seemed daunting at first, because I had to speak to the company's travel agency as a representative of not only myself but of a

corporation I did not really know much about. It was also extremely nerve wrecking going to New York City, to participate in a training where you did not know anyone. Luckily my program manager had sent out a contact list of everyone in my program along with their office locations and emails. I noticed that there was only one other intern in my office with me. I reached out to her and asked if she wanted to meet at Orientation and go through it together. She responded, and we made plans to meet once we arrived at our hotel. Reaching out to the other intern and setting up a meeting in New York, this helped me towards achieving my second goal of learning to be comfortable in the unknown. Later on that day, the other intern and I met were able to connect with other interns both in our Corporate Audit Program, as well as other intern programs, my closest friends being in the Global Operations. The official first day of orientation occurred after our travel day. It started bright and early with a networking program. This program consisted of the Corporate Audit Program, Financial Market Analyst Program, Chief People Officer Program, and the Global Operations Analyst Program. This was a great group of people because it consisted of everyone working in the internal side of the company. Throughout this program, every intern was given the opportunity to learn how to approach different people we will meet in the workplace as well as how to speak to them. It was through this program that I met all five of the Global Operations interns, and was able to establish a connection with them, as they were able to help me find the rest of the Corporate Audit interns. The next program we went to was for stocks, and how to stay in compliance with Government regulations when it comes to insider trading, as well as how to follow the regulations for those in the regulated sector of the bank. After we had this training, we went to a large lecture with all 1,500 American summer interns. This lecture consisted of 2 trainings, that took 5 hours. The first 3 hours went over the business model of the bank, and how Bank of America makes their money. The final

lecture of the day came from a mental health professional that was brought in to teach the interns about work- life balance, and how to protect ourselves from burn out. This final lecture was extremely telling about the company, because it showed that the company wanted to make sure that all of their interns learned about work-life balance and mental health because Bank of America cares about their people. The second day, we did another networking opportunity with two groups combined. We used this time to try and find other interns from our office, and find the rest of the interns from the Audit Program. After this networking time we all boarded busses to head to the corporate offices to get our technology training and pick up our corporate devices. It was at this training that we got a brief overview of the different cyber threats, as well as how to troubleshoot our devices. Finally, we learned about Bank of America's artificial intelligence assistant, Erica. The name Erica comes from the last five letters of the name America. After this training was over we went back to the hotel where we were having our orientation training, to get set up on our bank database, and to set up our overall applications. After this meeting we went back to the lecture hall and learned about patience in the work place and how to keep an air of professionalism, and then we moved into the overall layout of the Business, and heard from one of the chief executive officers about their time with the company, and how their overall experience has been in the company, starting as an intern. The end of this lecture concludes day two of our internship. The third day started and ended with a networking event. The exciting part about this day was the last networking event. The company brought all of the interns, and any Directors in the Departments with interns together aboard the Nautilus. Unfortunately, there was only one Manager who was able to attend the event for Corporate Audit. Even though there was only one manager, I was able to speak with her to make introductions, and ask about her career path. I was able to learn invaluable information, and she even told me to reach out and



connect with her, even though I was not on her team. This sentiment was a common sentiment shared to me by everyone I interacted with in the company. The fourth day, was our risk mitigation and cyber threat awareness day. When it came to threat mitigation, we learned about the different types of physical threats when it comes to locations. The second half of the lecture was all about the different cyber threats that can have occurred to financial institutions in the United States. As we were listening to the lecturer who worked in cybersecurity, I realized that I recognized his voice, as well as his story. The cybersecurity professional turned out to be my first interviewer from my second interview for the internship program. I ended up having a great conversation with this professional and he was glad that I accepted the role. The day ended with a huge general lecture about the financial market and any updates that were occurring. The fifth and final day, consisted of Audit specific training and our travel day. At the Audit specific training we learned about the different types of risk we were to look for, and then the steps of an Audit. After this training concluded, we were dismissed to head to our home offices to start work the next week. Although it was not technically during orientation, my fellow Corporate Audit inters and I had two more virtual training sessions at our home offices to teach us how to use the applications and software's that we could work on and review the information from orientation. The most important take away from this orientation was when I realized that in every conversation, we were having that the professionals working for Bank of America kept referring to each other as teammates. This was extremely important and telling of the company because they saw their employees as more than people who worked for them, but as members of their overall team. The reason why this stood out to me is because when I worked for the Walt Disney Company, we were referred to as Cast members, because we were apart of a team and a family, more than just employees. As I previously wrote, I loved the working environment

Disney had for their employees. It was at orientation and after this realization that I realized I made the right choice in choosing the company I was going to volunteer with.

Management for the Corporate Audit program was confusing at first. There was our recruiter, who was all of the Corporate Audit Program participant's human resources representative. Then there were our program managers, Erin and Chris. They were with us through orientation, and it was not until we got to our home office locations that we found out how the team was split amongst the program managers. Chris handled all the Corporate Audit Program interns who were located in the Charlotte office, and Erin handled all the other interns. Before we could worry about being supported by a manager who was not even in the same state as us, a perk of being in the Corporate Audit Program, is that every intern is assigned a senior corporate audit program participant, usually located in our home offices, to help us navigate through the business and everyday life at the office. These workplace mentors were called Connect Coaches. After getting our program manager and connect coach assignments, we were scheduled to meet with our team managers, and POD leader or our Auditor In Charge (AIC). The POD design is a new technique they were trying with the interns that I believe worked very well. How it worked was a small grouping of Corporate Audit interns were all placed on the same team working on the same assignments/ testing. My team was the Prepaid team, and there were seven of us, two from East Hartford Connecticut, two from Wilmington Delaware, and three from Charlotte North Carolina. Our director was located in Pennington New Jersey, and our Auditor in charge was located in North Carolina, our team was located all over the United States. Needless to say, we all very quickly got used to setting up meetings and even working in different time zones. A surprise to not only me but for the other interns on my team was that we mostly worked with consultants. This was intriguing to us, as we were representing the company

to those outside of the company, after only being apart of the Bank of America professional brand for a total of nine days, even though the consultants were extremely helpful and understanding of our internship status. The last area of support that the management team put in place for those of us on the Prepaid team, was a Connect Coach specific to the tasks that were performing. These coaches, again are senior Corporate Audit Program participants, but they had previously learned and participated in the tests we were conducting for our tasks. The overall management of not only the program but for my assigned team, was extremely effective and helpful. I had plenty of support no matter where I turned. One of the most helpful parts of the support system, was that each person had a different management types, and I was not overloading one person with all of my questions but I had many outlets I could go to.

The tasks for this internship were actually very interesting. Our team actually had the opportunity to work on two Consent Orders that Bank of America received in 2022, one from the Officer of the Comptroller of the Currency the other from the Consumer Financial Protection Bureau. The reason for the Consent Order was due to a failure of multiple controls during the Covid -19 Global Crisis. What happened was that when people started getting laid-off due to the pandemic, some states started to pay people unemployment with prepaid credit cards from Bank of America. Due to the abnormally large amount of prepaid credit cards some controls were not properly checked leading to many of the cards being shut down due to fraudulent transactions. When customers would call Bank of America to get their prepaid cards figured out, and their funds reinstated, teammates at the Bank would incorrectly inform the customers that the issue was at a state level and they needed to reach out to their states' unemployment office. Due to this thousands of people were left without their funds, many of whom faced foreclosure, repossessions, evictions, and other fees. Due to this the two public Offices Filed two separate

Consent Orders to the Bank. Each of these consent orders outlined an action plan that the company had to follow to rectify these issues, along with milestones, and stated the fine that Bank of America had to pay for their mistakes. The Office of the Comptroller of the Currency assessed a one hundred- and twenty-five-million-dollar civil money penalty. One of the steps of this action plan was to send out a claim to every customer who could have been impacted by the “fraudulent” charges, and individually go through each claim. This is where my intern team comes in. It was our job to help the Prepaid team and the consultants go through each claim and confirm if the third party team, used to approve or deny the claims, were accurate in their assessment. This review process was known as the Individualized Review Process or IRP. It was our role to go through the clients documentation of themselves and their harms and decide if the third party was correct in their assessment. Due to the nature of the testing, our entire team was held to Attorney Client Privileges, meaning that nothing from the project can be shared unless it is already public knowledge to protect the safety and identity of our clients. It is because of this restriction that there is not much that can be said about the nature of the testing or the work done on this assignment.

That being said, in order to help fill our time, each internship team was split up into smaller groups and assigned a hot topic in the company that we would have to research, speak to subject matter experts, and then create a presentation to present to the Senior Leadership Team, the Directors, any stakeholders to our internship and our intern class. My group for the project consisted of the two interns from East Hartford and the other intern from Wilmington. Our assigned topic was Geopolitical Tensions and Sanctions. To prepare for this project we met with and spoke with 13 different people from all different areas of the bank that this topic could impact. As a disclaimer, due to the nature of the information of the project I cannot share all of

the information but I can share the overall topics covered in the presentation. Our team ended with a fifteen minute, ten slide presentation that covered the Geopolitical issues of Evolving Sanctions and Regulatory Compliance, as well as Global Market Instability. When it came to evolving sanctions, my team and I researched the consent orders for TD Bank and their Anti-Money Laundering program, and Bank of America's Anti-Money Laundering Program. TD Bank received in October 2024, along with a four hundred- and fifty-million-dollar civil money penalty that led to a historic settlement of paying more than three billion dollars. At the time, TD Bank had been prioritizing growth over managing its controls. Their Anti-Money Laundering platforms had not been updated with new typologies in over ten years. This resulted in hundreds of millions of dollars to be laundered. Their systems had deficiencies in, internal controls, risk assessments, governance, staffing, independent testing, and training. TD Bank failed to develop and maintain an adequate financial crimes control program that followed the Bank Secrecy Act and Anti-Money Laundering program regulations. A few months later in December 2024, Bank of America received a similar consent order. This order was issued due to deficiencies in following the Bank Secrecy Act and sanctions compliance programs. Like TD Bank, Bank of America saw deficiencies in, internal controls, governance, independent testing, and in the training components of Bank of America's Bank Secrecy Act compliance program. The system that the bank had in place had failed to file suspicious activity reports in a timely manner and make corrections to previous deficiencies in customer due diligence processes. Both banks currently have actions plans outlined in their consent orders and are working to make the necessary corrections. Another important topic we chose to discuss when it came to evolving sanctions and regulatory compliances was that Global Sanctions Pressure was on the rise and that there was plenty of regulatory scrutiny on Bank of America. Moving onto Global Market

instabilities, we referenced that some current events that had the potential to impact any financial institutions located in the United States were, inflation, Middle East, and the Trade War. We cited that recently, inflation ticked up to a 2.7% annual rate at the end of June. The potential impacts of this on a Bank is that it can reduce loan demand, higher credit risks, and increase operating costs such as maintenance costs, advertising, and employee compensation. The effect can also be as simple as consumers having difficulty saving and investing, which in turn can hurt the Bank's clients. Financial institutions needed to keep an eye on the Middle East, due to conflicts with Israel and Iran, since there has been concerns of Iran closing off major trade routes which could cause oil prices to dramatically increase. This would be an extreme risk to global trade and a major inflation risk. On top of oil, there are increased compliance costs and sanction screenings that must be accurate to avoid potential fines and regulatory repercussions. Finally, it is important to watch ongoing tensions between the United States and China as trade war could adversely impact financial entities through market volatility particularly through supply chain disruptions and sharp moves in stocks and currencies. This is mainly due to the uncertainty as it is unclear to investors what tariffs might be enforced next. The final part of the project consisted of Audit specific examples of how Bank of America handled global Market Instabilities in the last five years. The team explained that it was essential that the Bank of America takes every opportunity to ensure that their models and regulations were up to date on current events, not only with current events around the world but with other financial institutions so that the company can continue to stay ahead and compliant.

#### Cybersecurity Specific

One of the other team's had to research and speak with professionals about cybersecurity. While I was not on this team due to the connections I had made both in that team and with

cybersecurity professionals in the company, I was asked to help out with the Cybersecurity Report- Out Project. While assisting on this project, I was able to connect with 2 distinct professionals. One of the professionals who I really enjoyed speaking with was Carmel, a Senior Vice President in Information Security and Cyber Defense. Her team consists of a small portion of professionals who go through any immediate potential threats that impact the vendors.

Another professional I was invited to speak with was Rick, he is a Senior Vice President, and Audit Director for the Cyber team, Global Corporate Technology Controls, and Global Transactions Business Management and Controls. I personally loved hearing from him as he Audited cyber policies and procedures rather than create them. This is important as that is an area that I could potentially see myself wanting to pursue. This team did an amazing job researching up ticks in malware, and about how they believe Cyber threats are on the rise, but that Artificial Intelligence will be more of a benefit to the cyber field than a hinderance.

One person who went above and beyond for helping me in my quest for knowledge for more information about the cybersecurity career field was Senior Vice President and Senior Manager of Information Security and Cyber Defense in Global Technology, Jodee. When I first spoke with Jodee, I explained my trepidation and fear over getting a job in a cybersecurity profession. My main fear has been that I am not a coder by any means. I have taken multiple coding classes as required through my cybersecurity major with Old Dominion, and I have neither liked it, nor have done well with comprehending what it is I am working on. Not only did she help assure me, as she is not a coder either, which was surprising as she directed a part of the Bank's penetration testing, but she proceeded to connect me with other members of her team who had both technical and non-technical backgrounds. Jodee also took the time to meet with me by weekly so I could catch her up with my internship, and so she could continue to help coach me in

my career. We had extremely candid conversations ranging from working in a cyber profession, to being a woman in a male dominated career. We spoke about the different workplace experiences she has had, and what has made working for Bank of America stand out amongst some of the other companies she had previously been employed at.

The Old Dominion Curriculum did not exactly match up to what I interacted with in the bank, nor did it really match up with those I spoke with in cybersecurity fields. At Old Dominion, my course load has many required coding courses. While I do believe it is important for those in the cybersecurity profession to have a basic understanding of some coding I do not believe there needs to be as big of an emphasis on coding as we currently have. I do believe that one thing that Old Dominion did very well, was taught me how to critically think in a way that will benefit me in the future. I was able to comprehend and identify potential cyber risks, and even risks as a whole that some of my peers had not realized due to the way that we force ourselves to learn when approaching any cyber skill or topic. I have also learned that one of the most important parts when it comes to cyber is that we have to be flexible and open minded. Every day the cyber world and profession is changing. The world of technology that one wakes up in will never be the same as the world that they went to sleep in the night before. Another soft skill that I was able to come into this internship with was people skills. I learned through my time at Old Dominion how to talk to people who do not work in the technological field everyday. In my first semester during the Fall of 2020 at Old Dominion I had a professor, Dr. Kirkpatrick, who taught CYSE 301. One of the most important lessons I have ever learned in my time at Old Dominion was from him, and it was when he told us to describe the SolarWinds Hack as if we were explaining it to third graders. This skill that he instilled is a skill I still use to this day, and when speaking with every single cyber professional they echoed his sentiment that any



professional working in a line of business must be able to explain a technological problem and solution to those outside of the technology field.

Two huge things that I encountered in this internship that I wish I had more knowledge about was SQL, and Microsoft applications. When it came to SQL, it was the most universally used coding tool in Bank of America, and I had zero experience with it. Luckily, I had a fellow Auditor who gave me a SQL book to read so I can accustom myself before returning in the future. The other skill that I wish was a requirement either for the major, or maybe for the university as a whole is a Microsoft Certification course. All of the financial and accounting majors knew how to utilize Microsoft applications like PowerPoint and excel, and I was left to figure it out on my own through Google. This was really the only time in my internship where I felt that I was unprepared and fell behind the eight-ball. The final area where I could see growth in the Cybersecurity major is by adding more courses that either are not coding heavy and focus more on risk mitigation and technical skills, or take away more of the required coding courses. When speaking with one of the professionals in the cyber field, it was the first time I felt seen when it came to my fears and doubts of my major. She majored in Cybersecurity engineering, and by her junior year decided that if the cyber career was going to be that code heavy that she really did not want to have a career in her major. It may be controversial to say but, like her, I decided to see the cybersecurity major through because I have already invested time into getting a degree, so it is better to graduate with a degree that I do not necessarily see myself in, rather than with no college degree. After speaking with this professional, she told me about her career path, and that she is in one of, if not the most technical jobs that the bank has to offer when it comes to defense in penetration testing, and not one of the people on her team is a coder. She explained that she felt that one of the biggest misconceptions when it comes to cybersecurity is

that coding is essential. She stated that while it is beneficial to understand overall coding, and what one is looking at that it is not necessary especially with AI, and Google being a tool in the professional setting.

### Outcome of the Internship

In the beginning of this paper, I listed out the goals I wanted to complete by the end of my internship. Those goals were, I wanted to find jobs in the cyber field that someone like me, could go into, to learn to find comfort in the unknown and to learn to trust my instincts, and finally learn professionalism. I believe that I did a pretty good job at the very least addressing every goal.

Let's start with the third goal, professionalism. There were a few areas of attaining professionalism that I feel I did extremely well. The first was by having a professional attire. During Orientation, I made sure to dress in business attire everyday. One of the biggest pieces of feedback I received during my five week check in with my program manager, Erin, was that many people commented on my outfits during orientation. They claimed that they were already expecting great things from me, because I both held myself with confidence and dressed the part. Which leads me into my second step of professionalism, confidence. This was a hidden part of being professional that I did not realize played into it. Only when my team/ IRP Connect Coach, commented on my professionalism and tell me that my confidence plays a huge role in my overall professional self-did I connect the dots that they came hand in hand. Any intern or professional may look like they fit into a part, but unless they have the confidence to do so they will never seem truly professional. It was through my time at the bank that I developed a new motto for myself, no longer would I "fake it till I make it", from now on I will "fake it till I do it". Which leads me into my next goal.

I wanted to find comfort in the unknown and learn to trust my instincts. Walking into orientation, I remember writing this goal down and laughing at myself asking “Instinct, what instinct?” I can now confidently say that the Instinct I was referring to was my gut, and the Auditors instinct I would not only find and cultivate but learn to trust. While I know it will take a few years to truly trust my Auditor instinct I know I at least am on track with the way I think and approach situations and potential problems. The first time I realized I had an Auditor’s instinct was during week three or four of my internship. When it came to my assignments, I stopped asking what I was doing, and I started explaining my thought process and making sure that I was on track. This was because I realized I needed to understand the why more than I needed to understand the what, since once you know the why it will almost always lead you to the what. My confidence soared during week five, when I asked my IRP connect coach to review my thought process on a hard assignment. I did not know if I was correct, but I decided to ask her to review it anyway. My connect coach let me know that my instincts were spot on, and that I was in fact getting the hang of the process, and that I was not only correct but also comprehending what the problems were that I was seeing. This fifth week was the week that the imposter syndrome I had been feeling since Orientation started to dissipate. I was able to help others and start answering questions, rather than pushing people in the direction of someone who could help. Not only did this also help build my confidence in the role, it also helped my gain respect from my intern team, as well as the interns in my intern class. I realized that by embracing what I do not know, I could start to open myself to the possibility of learning the thought process and exceeding in it.

The last goal I had for myself was to find a role in the cyber field that I, a non-coder, could potentially go into in the future. While I do not think I have found the perfect role for me,

I can honestly say I am more hopeful for a potential future in cybersecurity than I had been in the past. I have found roles that have peaked my interest, specifically in cyber project management, and even as a Corporate Auditor of Cyber defense and internal controls. I was able to make many connections in the cyber space of Bank of America, which I can honestly say, I do not know if it would have been as painless in other companies to jump across so many lines of business as it was. This is due to the team mentality and the work place environment in the company which is that everyone cares about their people. Even if I did not find the perfect role for myself in the cyber field now, I have learned that in Bank of America it is extremely common for teammates to move laterally into different areas in the bank. Meaning that if I ever found that perfect role in the bank, I feel confident that one day I could move there.

One of the most exciting aspects of the internship for me that I was learning something completely new, and was constantly pushed to the edge of my comfort zone. I like to be able to push my own boundaries, and so everyday walking into work I never knew what I would learn, or who I would talk to that day. One of the daily goals in my life is to learn something new every single day. I can honestly say that during this internship I did that. At the end of the day I would sit down and review what I had learned, and no matter what, even if it was a slow day where I did not have many work assignments, or when the assignments became tedious I still learned something new. I do not know of many jobs where people can say that every day something changes, whether it is with regulations, policies, or even with the role itself.

I think the most discouraging part of the internship would have to be not knowing if we will be offered a full-time role. Especially when trying to plan for one's future whether the last ten weeks will result in an offer is extremely daunting. In today's current job market, it is very hard for many post graduate students to find a role. In fact, post graduate unemployment rates

are currently sitting around 5.8% which is higher than the country's unemployment rate.

Realizing that while trying to graduate there is a potential that I am going to have to find a full-time position is not the best feeling in the world.

Another challenging aspect of the role that I did not previously take into account is the potential that I may have to relocate, to a new state away from both my college friends at Old Dominion in Virginia, as well as my family in Delaware. There are a few locations in the country that are available to Corporate Auditors due to the amount of regulation privacy that we need in this role, but as we are approaching the end of our time, we have to rank our location preferences. Although I did intern in Wilmington Delaware, I will not be able to go back to that office since it is closing in September. They are moving everyone from Wilmington to Newark Delaware, but due to the move the company cannot guarantee that there will be space for the other Delaware intern and myself.

#### Recommendations

An important piece of information shared with me was in regard to what skills or previous job experiences are professionals looking for when it comes to hiring new talent. After speaking with some of the managers in the company they stated that if someone has experience working at a technology Help Desk, that it is one of the biggest resume boosters that a potential new hire can have. This is due to the fact that those who work at a Help Desk see a variety of issues and must be flexible when it comes to technological problems. The issues that arise at Help Desks can be as small as a password reset and raise from there exponentially. It was shared that flexibility and working quickly on one's feet, and having the critical thinking required for a Help Desk are essential tools and skills needed for working in a cyber field. On top of the technological skills, by working at a Help Desk, it shows that potential applicants already have

people skills. This is because they usually have to work in stress heightened environments, where they have to not only figure out the problem at hand, but also how to explain it in a way that whoever is having trouble will understand. There is also a component of education at the Help Desk, by teaching people how to use their technology. When someone has to teach about an application, or a process the person usually has to have a good understanding of that process, which leads back into technical skills.

Overall, my advice to any intern whether they are going into the Corporate Audit Analyst Program with Bank of America, or any other internship, is to go in with an open mind. In every job and internship, I have gone into, I made sure to go in with an open mind, and the only expectation being that I am going to learn something new with every opportunity. This mindset has saved me not only headaches and stress, but also helps with my level of professionalism. I know many people who have gone into roles with strict expectations about the role, the company, and what they will walk out of the company with. When those expectations either are not met, or things do not go according to plan, those people are usually left unsatisfied and unfulfilled. It is also important when keeping an open mind that whatever role you start on may not be the role you end with. Once completing my assigned tasks on my team, due to our volume and quality of work, the other Delaware intern and I were asked to hop onto two other Audits to help with their testing, and to help verify their outcomes. If either one of us had gone into the program with a one-track mind, that we would work on our task and when it is completed it is done, neither of us would have had the opportunity to have been able to work with other teammates.

## Conclusion

Overall, the main thing I will take away from my internship, although it sounds cliché, is that confidence is key. In so many of the lessons I learned while working, and by accomplishing my goals, was that confidence was the connection between everything. In order to have professionalism, in order to be comfortable in the unknown, in order to trust your gut, you must grow and build upon your confidence. As with confidence anyone in the professional world will go far. No longer should people “fake it until they make it”, start approaching tasks with the mindset of “fake it until you know it”.

How will this experience influence my last year at school? It will push me to finish my degree especially if I have a full-time role waiting for me at the end. I am no longer dreading the days that my time in college will come to the end I will be forced to relinquish myself to a corporate desk nine to five job, because I liked my nine to five job. I enjoyed seeing how I helped the company and my team. I loved getting tasks and having to complete those, while it was on my own time, I was also able to challenge myself without the pressures of the outside. Finally, I realized that I know more than I think I do. I applied to the internship not thinking I was going to get the role, and started it not believing that I belonged in banking, or even the cyber world for that matter. I have come to learn not only do I belong, but I can make a difference, and shape different paths to where they fit me. No longer will I try to see what roles will I fit into, I have learned to try and decipher what roles will fit me and my strengths. The confidence I have gained is something I will bring with me into my final year, and keep with me into the beginning parts of my professional career.