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CYSE 368

Reflective Journal 1

    This is my first internship and first time working with an actual tech company. Before this internship the only job experience I had was dollar tree and the army national guard. Coming from the customer service field and serving in the army it's definitely an adjustment. The internship job at lightgrid is a cybersecurity/information technology intern position. The position is remote mostly aside from a once a week minimum office drop in.

    For my first visit to the office, I got to deal with some of the simple office problems. Problems such as connecting a printer to the wifi or seeing why a computer isn't booting up. Learning how to do work tickets for the issue I wasn't equipped for. Outside of the office, I was assigned reading and a couple of documents to familiarize myself with. My mentor provides me with a number of resources and opportunities to explore the field I hope to join.

    From a technical standpoint, it was very interesting to be involved with various meetings covering topics I've never heard of before. The topic of transitioning to active directory and ways to improve how the user navigates through the company's system. This is something I've become more interested in and will be sure to add what I learned in the next reflective journal. Another topic that was brought up was the importance of establishing a baseline of user friendly features. Such as who has access to what and essentially laying the groundwork to build off of.