

Florenda Amponsaa

Cyse 368

Reflective journal 4

I noticed an improvement in my work over the course of the following 50 work hours and this could be seen in my progress report as my grade remained the same. I also started to push myself more and try more things I was unsure of. Working at the ITS support desk has allowed me to learn and grow in many areas, therefore I was overjoyed to see improvement. Since I had been working for several months at this point and had encountered nearly every possible situation, I always felt very at ease when I arrived at work. Despite my experience and the advancements, I occasionally encountered situations that were quite rare. As I continued to work at the help desk, I got more adept at resolving any problems I might encounter at this particular time. My responsibility as a help desk employee is to help customers who called us with a problem and locate a solution. I didn't understand how much I enjoyed helping people until I started my internship at the help desk. I learned how satisfying it was to be able to make someone's day better in any manner. When I started to consider what life would be like in the real world after graduation, one of my main goals was to make the best first impression I could and to network as much as I could in the office. This will come in very handy when I need things like references, letters, or other things of that nature, as I can then contact them for assistance.