

Florenda Amponsaa

Cyse 368

Reflective paper 2

During the following 50-hour work week, I finished my training and was allowed to begin taking calls on my own with the additional resources provided and coworkers help too. After my first month I got a progress report and it was good I didn't have mistakes on my tickets. When school I was trained on how to answer hot line calls which are calls from class rooms, these calls are from professors that needs help in the class room and we send it to ITS Classroom and they go into class and help the professor out.

To avoid making a lot of mistakes I asked a lot of questions sometimes even when I know the answer to to avoid making mistakes and help me learn more and understand what I am doing. I also had a coworker who thoroughly explained my primary tasks at work and demonstrated how to approach each circumstance, which greatly aided me in understanding what I was required to do in various situations.

Above all, it just took practice; the more I worked the job, the more confident I became in my ability to complete the task at hand. I also got better at my job and able to experience more things through trials and tribulations. I also began to notice several things that I could relate to my daily life as well as my major since i am a cyber security. So far my experience at the Help Desk has thought me a lot and I know I have more to learn from here.