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Reflection Paper 2

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Internship Reflection Paper 2

Second 50 Hours

Working as an assistant technician at Tech For Troops for another 50 hours has given me more opportunities to try different things. I have continued working in the room with computer teardown for recycling as well as refurbishment for donation to veterans. By the end of this 50 hours of work, they have pretty much run out of new things for me to do back there, so next week I plan to ask to work somewhere else.

I continued working on both refurbishment and teardown. I was put through a test to see if I could refurbish a laptop from beginning to end without guidance, which went well.

They showed me a software they use to clone a master copy of Windows 11 to multiple blank drives at the same time. I wouldn't have been able to try that on my own as I do not often find myself preparing multiple computers at the same time. Another part of the COD (certificate of destruction) process was shown to me in the shredding of magnetic tape drives for a client. By this point I have broken down all sorts of computers into their individual components, including a credit card reader.

The value of communication and clear instructions have been further reinforced in this 50 hours of work. I, again, found myself needing to reach out to others in order to try different things. Before the start of this 50 hours, I was told that I'd work with Michael to shred the COD tapes the following week. Michael was then too busy that week and I had to keep reminding him after then. The day he showed me how to shred the tapes, we had little time and I could only watch. Then more time went by and my odd schedule and him being busy led to me not being able to help shred any of the tapes.

When we set up the software to clone the drives, they had a couple issues with the way it was written down. There was also a video of them doing it, so those should have been combined in some way. The COD drive destruction process also needs to have clear instructions as once you shred a drive, you cannot go back and do it again. There is a set way to record the process, I was instructed to shake the trash halfway through a batch, and the bagging process is particular as well. Another lesson was when I took off the screen of a laptop/computer with a suction cup and set it down improperly. I hadn't done it before and set it down in such a way that it fell, luckily someone caught it.

In addition to work I finished a database course I was taking this summer that only ran for the first half of the term. It was pretty easy to fit working on it into my schedule because it was online-asynchronous. Now I am finding myself with plenty of free time to enjoy the summer.

Overall, the second 50 hours have been a good continuation of my internship with Tech For Troops. I am now familiar with pretty much all that goes on in the back room and

can't wait to continue trying new things. I hope to be able to apply more technical knowledge going forward as I have heard that I'll work on servers before the summer is up.