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Reflection 3

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The final 50

Now that I am officially through with the final 50 hours of my time working as an IT Desk Support Agent at Plasser American, I always find myself looking back on both the technical skills I developed as well as the professional growth I was able to go through. In the beginning, it was an opportunity to get better hands-on experience in IT but ended up growing into a meaningful period of learning, problem-solving, as well as personal development. These last 50 hours gave me the opportunity to apply everything I learned while also gaining even more understanding of workplace dynamics, customer service, and the importance of adaptability in a technical role.

One of the biggest learning opportunities of my final 50 hours was the level of independence I demonstrated from previous learning. Earlier in my internship hours, I typically relied on team members who have been seasoned for a while for guidance when troubleshooting issues. However, during the final hours, I became more confident in diagnosing and resolving problems by myself. From involved fixing software issues to assisting users with login problems, or even

resolving network connectivity concerns, I had the opportunity to approach each issue with a method. I learned to ask the right questions even if it were more than once, learn relevant information, and use my resources to my advantage. The shift toward independence did not just improve my technical ability but also strengthened my confidence when it comes to decision making.

Another good takeaway from my final hours was the importance of communication. Working in IT support is not only about technical knowledge, but you also must have the ability to give help to people who may not have much of a technical background. Often, I would interact with employees who were upset or unsure about their issues. During this time, I tried to focus on bettering my ability to communicate in a calm, and understandable way to help those who may not have as much knowledge. I learned how to break down more technical concepts into simple terms, making sure that users felt help and support throughout the process. This skill ended up being just as important as any technical ability I developed.

Time management became more and more important during my final 50 hours. With a lot support tickets coming in each day and many different levels of urgency, I had to be sure prioritize tasks effectively. I learned quickly how to take in which issues required my immediate attention and which could be taken care of later. Keeping efficiency as well as quality service was important, because I wanted to resolve issues quickly without taking away the accuracy. This experience helped me understand the fast-paced background of IT support and the importance of staying organized under pressure and busy.

Other than the technical and communication skills, my final 50 hours reminded me of the importance of teamwork. Although I became more independent over time, collaborating stayed

as an important part of the role. There were so many situations where more complex issues required input from multiple team members who have been there for a while as stated in an earlier paragraph. In these cases, I learned how to contribute to group and provide problem-solving efforts as best that I could. I also gained a better appreciation for the knowledge and experience of my coworkers, recognizing that IT support is often a collective effort instead of being a individual task. This knowledge of working as a team gave me more support of a work environment and contributed to overall efficiency.

Another important lesson that I learned coming from my final 50 hours was adaptability. Technology is always evolving, and new challenges can come around at any moment in any point of a day. During this time, I came across so many issues that I have never seen and required me to think critically and change quickly. Instead of being upset or bothered, I viewed these challenges as a better chance to learn. I got more comfortable using online sources, as well as internal documentation to find different fixes. This adaptability is a skill that will always be good to have in any future role, especially within the constantly changing field of IT.

Looking back on my overall experience, I gained more understanding of being in a professional workplace. Being punctual, maintaining a positive attitude, and taking responsibility for my work were all important aspects of my role. During my final hours, I made a good effort to leave a good impression by always showing my reliability and being willing to help others. I knew that my actions were not only on me as an individual but also on the IT department all together.

Finally, my time at Plasser American helped me clarify my future career goals. Within this experience, I came across times that I enjoyed, and loved solving real-world technical problems. It assured my interest in pursuing a career in the IT world, possibly moving into things such as

network administration or cybersecurity. The hands-on experience gained provided me with a solid foundation and provided me a better direction for my development.