

Jaden Walker

Reflection Paper 2

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## **Internship Reflection Paper**

### **Third 50 Hours**

Working as a System Administrator for TIAG for the third 50 hours, I focused on a pilot program. Creating a web application for the In-process and Out-processing of users. I started by working with the helpdesk team, the Security Engineers, and the helpdesk team to identify the wants and the current process we have in place.

Then I used my knowledge of API's and AWS to draft up a pilot program document to describe the 3 pilot stages I think we should have. I also got to talk to leadership about budgets, and they liked the initiative I took for the pilot program. I took all the notes from each team and went through them with the lead System Administrator to see what he thought, and he said, "This is something we actually thought about doing earlier in the year". Which was a good sign, because that meant that I would actually be able to work on it.

The value of understanding the needs of our organization has been immense in terms of growing in this role. I had to go to each team, ask them about the problem areas, and

even talk to the users, finding out what their problem areas were. This whole idea of the pilot got sparked by talking to one of the VIP users. They basically explained how they wished there were an online approval workflow instead of having to send forms back and forth. I noticed that it took around 3 days on average to in-process or out-process a user due to people not answering their emails, taking a long time to sign the documents, or simply having more important things to focus on.

In addition to work, I continued to study for the AWS Solutions Architect certification. I took several practice exams and continued looking through whitepapers on problem areas. I took the exam and got a passing score of 810 out of 1000, needing a 720 to pass. It felt good to pass the exam because it validated my knowledge. It will also help me land jobs because a lot of the job descriptions I see require that certification. Next, I think I will focus on Kubernetes because of my interest in DevSecOps.

Overall, writing this reflection #3 about the third 50 hours allowed me to see how far I have gone in this internship. I believe that my future is bright in the Tech world, and as long as I focus on what I find interesting, I will succeed. I received a lot of good feedback during this period. One thing the VIP said to me was, "I can tell this is going to be a stepping stone in your career." This made me feel good because I put a lot of effort into this internship. I studied a lot to understand Patching, Active Directory, Licensing, and this Pilot program. As I close this chapter, I pray that I will be able to open up another chapter working as a DevOps Engineer, Cloud Engineer, or Cloud Security Engineer.