

## Reflective Journal 1

As I wrap up the first leg of my internship, I find myself reflecting on the different experiences and amount of knowledge that have come my way. This journal entry encompasses the first 50 hours of my experience at Hale-Tech where I have been self-assigned with honing my skills in Incident Response Management, Security Assessment and Compliance, Security Operations and Monitoring, and Client Communication and Education in regards to the Memorandum of Agreement.

Incident Response Management has been a main duty of mine this period. I've had the chance to actively participate in identifying and analyzing security incidents within client networks. Ranging from investigating suspicious emails from potential fraudulent people to blocking and identifying the source of phishing attacks, each incident has provided valuable hands-on experience. Conducting Security Assessments and ensuring compliance with company standards has been both demanding and challenging. Each customer has different requirements whether they are a law firm, insurance agency, or residential client. The complex and varying nature of each network goes to show how each client is different and all require different cybersecurity needs. In Security Operations and Monitoring, I've delved into the intricacies of log analysis, threat detection, and security monitoring using tools like Atera which is a remote management software. The final aspect of this period has been my involvement in Client Communication and Education. Effectively conveying technical security issues to non-technical clients has been a challenging yet enriching experience. I've assisted in creating educational materials like how to spot phishing attacks and delivering training sessions aimed at raising client awareness about cybersecurity best practices and emerging threats. Bridging the gap between technical jargon, acronyms and layman understanding has helped me understand the importance of clear and concise communication in the field of cybersecurity.

In conclusion, my internship has been filled with learning and growth. Each task has contributed to my development as a cybersecurity professional. As I look forward to the weeks ahead, I am eager to continue focusing upon the foundation laid in this initial phase, striving towards the attainment of my learning objectives and embracing the challenges that lie ahead.