

## Reflection Paper 3

As I look back on the final 50 hours of my internship as a Data Center Operator at OneMain Financial, I am surprised at the progress I have made since the beginning. On my work with the daily duties on the IBM Mainframe, AS-400 I-Series, and Axway SecureTransport FTP server, I am now officially trusted to work by myself and am placed into the first shift rotation schedule. I have reached a level of proficiency where I can manage and troubleshoot most tasks with ease. I also was given a tour of the data center and not just the command center where I normally work.



Figure 1: Pictured above is a similar unclassified data center to the one at my internship.

Looking back, this internship has been an invaluable learning experience. It is my first step into an actual career with potential for growth and promotion. The steep learning curve I faced at the beginning has given way and I now feel that I have the ability to become very knowledgeable and eventually a subject matter expert given enough time. I have not only gained technical skills but also developed a more methodical approach to problem-solving having been forced to learn the proper procedures with each task given.

In conclusion, my time as a Data Center Operator at OneMain Financial has been very enjoyable. The challenges I encountered and the knowledge I gained have prepared me to take

on more advanced roles in the field. I am grateful for the support and guidance of my colleagues, who have been better than I expected. As I wrap up this internship, I am excited about the future and will continue to pursue employment at OneMain Financial after this internship.