

# 2024 SUMMER INTERNSHIP PRESENTATION

BUSCH VACUUM SOLUTIONS  
VIRGINIA BEACH, VIRGINIA






# PROGRAM OUTLINE

JASMYN  
WILHELM

2024 IT SUMMER INTERN



# INTERNSHIP OBJECTIVES

- ❖ END OF LIFE HARDWARE  
REPLACEMENTS
  - ❖ INVENTORY AND SUPPLY  
MANAGEMENT
- 

WHY THESE OBJECTIONS?

# END OF LIFE HARDWARE REPLACEMENT



The IT department handles most tickets that are entered throughout the USA. To put in prospective their workload, in just one day 30 tickets were assigned to the team. There are 5 members of the team that work in office. 3 of these members are the only ones in rotation for ticket assigning. No only are they communicating with the ticket placer, but they must also communicate to global regarding the issue. There is a time gap that can make response times longer while more tickets are still arriving.

I hoped to lessen the workload by dedicating my time to a long-term project instead of simple goals.



# INVENTORY AND SUPPLY MANAGEMENT

When the renovations happened at this location, the IT department moved offices 3 weeks before I started. These events led to what I like to call the escape room. You must find what is needed and escape throughout the maze or puzzle. This project was my suggestion as I am a very organize orientated individual and this was petrifying. Due to the others being busy and the room being overwhelming at first look, it had not been accomplished yet, which is understandable.



# OBJECTIVE #1 PROCESS

END OF LIFE HARDWARE REPLACEMENTS

# END OF LIFE HARDWARE REPLACEMENT

Duties (Virginia Beach Location Only) :

- Activities:
  - Inventory of hardware assets.
- Responsibilities:
  - Facilitating and coordinating device transfer
- Tools and Resources:
  - Asset Tiger
  - Active Directory
  - Realm Join
- Output:
  - Removal of outdated devices no longer covered under warranty.
  - Updated tools and resources to display accurate data of devices checked in, checked out, and the owner of the devices.





# STEP 1

A	B	D	E	F	H	I	J
PC Name	Assigned Tech	Serial Number	Model	Make	Location	Priority Level	Replacement Status
DESKTOP-MNLG3DB	Benjamin Lamesic	PF3G1MDK	20X1	LENOVO	Virginia Beach, Virginia	Priority III	Not started
WIN-8XW35X3	Benjamin Lamesic	8XW35X3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-80ZBGW3	Ray Clark	80ZBGW3		Dell Inc.	Chandler, Arizona	Priority III	Not started
WIN-SCHZDK3	Benjamin Lamesic	SCHZDK3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-3XW35X3	Norberto Beltran	3XW35X3		Dell Inc.	Chandler, Arizona	Priority III	Not started
WIN-886TDK3	Benjamin Lamesic	886TDK3		Dell Inc.	South Elgin, Illinois	Priority III	Not started
WIN-38SS9W3	Norberto Beltran	38SS9W3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-G6735X3	Benjamin Lamesic	G6735X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-6PD35X3	Ray Clark	6PD35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-7722GW3	Norberto Beltran	7722GW3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-3GZ4GK3	Norberto Beltran	3GZ4GK3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-GCXGWT3	Ray Clark	GCGWT3		Dell Inc.	Chandler, Arizona	Priority III	Not started
WIN-J3235X3	Norberto Beltran	J3235X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-DB5TDK3	Ray Clark	DB5TDK3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-CS2MST3	Ray Clark	CS2MST3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-CXHFWT3	Ray Clark	CXHFWT3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-22235X3	Norberto Beltran	22235X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-GJQ35X3	Norberto Beltran	GJQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-DL2CWT3	Benjamin Lamesic	DL2CWT3		Dell Inc.	Richardson, Texas	Priority III	Not started
WIN-JWW35X3	Norberto Beltran	JWW35X3		Dell Inc.	South Elgin, Illinois	Priority III	Not started
WIN-4J43GW3	Norberto Beltran	4J43GW3		Dell Inc.	Remote Location	Priority III	Not started
WIN-208CWT3	Norberto Beltran	208CWT3		Dell Inc.	Houston, Texas	Priority III	Not started
WIN-5F2CWT3	Norberto Beltran	5F2CWT3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-JM43GW3	Benjamin Lamesic	JM43GW3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-JMQ35X3	Ray Clark	JMQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-DJQ35X3	Ray Clark	DJQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-7FN8WT3	Ray Clark	7FN8WT3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-JHQ35X3	Ray Clark	JHQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-G5805X3	Norberto Beltran	G5805X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-FQYKST3	Benjamin Lamesic	FQYKST3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-69CKST3	Norberto Beltran	69CKST3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-7XH5GK3	Norberto Beltran	7XH5GK3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-F8DB1V3	Ray Clark	F8DB1V3		Dell Inc.	Colorado Springs, Colorado	Priority III	Not started
WIN-249B1V3	Benjamin Lamesic	249B1V3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-B19B1V3	Norberto Beltran	B19B1V3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-BCDB1V3	Norberto Beltran	BCDB1V3		Dell Inc.	Richardson, Texas	Priority III	Not started
WIN-BTR6GK3	Ray Clark	BTR6GK3		Dell Inc.	Pheonix, Arizona	Priority III	Not started

I started this task by updating the SharePoint of out-of-date devices to include location as my task was to focus on the Virginia Beach location. This reflects the list after a few items have been completed. As noticed below, locations are listed for each device. This was a project I added to help myself track only Virginia devices but will help the team after the internship when they need to coordinate other devices for the other locations.

## STEP 2

AV02	AK	AL	AM	AN	AO	AQ	AS	AI	AW	AX	AY	BA	
Active	Superstate	Emergency	OS	Skutemp	JoinType	JoinMode	LicenseID	ProcessorArchitecture	SystemManagementBIOSVersion	IPMManufacturer	IPMManufacturerVersion	Management certificate expiration date	
1	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	F4E08A01B7B	X64	1.36.0	STM	1.258.0.0	52:06.0
2	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	F4E08D36B1A	X64	1.36.0	STM	1.258.0.0	40:48.0
3	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	C083D74821EE	X64	1.20.1	INTC	304.112.0.0	17:41.0
4	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	34238F78B44D	X64	N3JET99W (1.30)	NTC	7.2.2.0	18:10.0
5	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	2.09C+31	X64	1.3.1	NTC	7.2.3.1	09:17.0
6	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	00864309FEEB	X64	1.36.0	STM	1.258.0.0	35:11.0
7	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	F875441D251A	X64	N3JET99W (1.77)	NTC	7.2.2.0	48:35.0
8	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	30D042FAF71C	X64	1.19.0	NTC	7.2.2.0	01:03.0
9	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	2900AFA8FDD3	X64	1.11.0	STM	1.769.0.0	38:16.0
10	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	4C07174861FC	X64	1.11.0	STM	1.769.0.0	06:52.0
11	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	A4BB8D8C8C15	X64	1.18.1	NTC	7.2.2.0	10:02.0
12	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	002B6798881	X64	N3JET39W (1.20)	STM	1.258.0.0	24:26.0
13	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	A4BB8D8C2382	X64	1.22.2	NTC	7.2.2.0	45:14.0
14	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	F8754421B374	X64	N3JET99W (1.67)	NTC	7.2.1.0	46:08.0
15	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	00305C00001	X64	1.18.0	STM	1.258.0.0	29:02.0
16	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C3C8C1A6AC	X64	1.3.1	NTC	7.2.2.0	31:41.0
17	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	F875444C1D9D	X64	N3JET99W (1.77)	NTC	7.2.2.0	44:38.0
18	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	3B71A8A8B0C3	X64	N3JET40W (1.29)	STM	1.258.0.0	01:26.0
19	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C4890774394	X64	MIAKT36A	INTC	11.6.10.3197	30:41.0
20	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	C85A76C6A483	X64	N3JET39W (1.20)	IFX	6.4	15:17.0
21	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	A4BB8D8C5E9B	X64	1.30.0	NTC	7.2.1.0	39:06.0
22	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	9C1B8E19175A	X64	1.6.1	STM	74.8.17568.5311	21:17.0
23	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	E480179108D3	X64	1.11.0	STM	1.258.0.0	30:11.0
24	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C1645C37C79	X64	M3UKT45A	IFX	7.61.3553.0	05:43.0
25	ered	FALSE	FALSE	Windows	Pro	Azure AD joined	Unknown	095056832064	X64	6			18:22.0
26	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	AC31A13E068D	X64	1.21.0	STM	1.258.0.0	09:46.0
27	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	93A87877CA06	X64	N3JET39W (1.54)	STM	1.258.0.0	04:19.0
28	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	6C4904A5A3C3	X64	MIAKT51A	IFX	7.62.3126.0	38:43.0
29	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	B04F13D838AD	X64	N3JET99W (1.71)	NTC	7.2.2.0	28:46.0
30	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C3C8C1A24D9	X64	1.10.0	NTC	7.2.2.0	40:13.0
31	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	2800AFA8FDD3	X64	1.12.0	STM	1.769.0.0	47:30.0
32	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	4C071771210C	X64	1.12.0	STM	1.769.0.0	47:13.0
33	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	9F4A08BEA2D8	X64	N3JET99W (1.67)	STM	71.64.17568.6659	37:59.0
34	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	C02A5A18450C3	X64	1.19.0	NTC	7.2.2.0	14:14.0
35	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C3C8C1A24D9	X64	1.9.1	NTC	7.2.2.0	35:12.0
36	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	E86A4F342D7	X64	M3UKT45A	IFX	7.61.3553.0	47:53.0
37	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C3C8C1A24D9	X64	1.3.1	NTC	7.2.3.1	41:54.0
38	ered	FALSE	TRUE	Windows	Enterprise	Azure AD joined	Unknown	8C3C8C1A24D9	X64	1.3.1	NTC	7.2.3.1	41:54.0
Devices and Inventory Other													

This was a long challenge as many people were no longer at the company, but the device stated it was still with them. When the renovations occurred, devices were switched. Some were given before checked into the system. Every device I traded was updated into the system, but for those listed under a member do longer here, there was a lot of hunting thought the MFG and LLC.



## STEP 3

When the locations were added, I started contacting individuals with the top priority due to the device model and device year.

A limited number of devices could be ordered at one time, but I kept scheduling meetings to get information to guarantee I set aside devices needed instead of delaying the process waiting for email responses.

Wed, 3 Jul

9:15 AM **Hardware Replacement Intake**  
15 min Jasmyrn Wilhelm

9:45 AM **Hardware Replacement Intake**  
15 min Jasmyrn Wilhelm

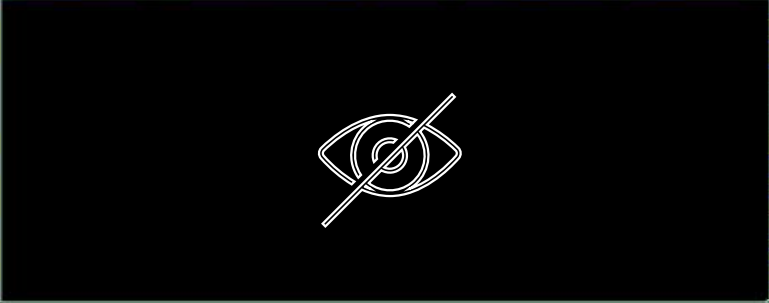

10:30 AM **Hardware Replacement Intake**  
15 min Jasmyrn Wilhelm

10:45 AM **Hardware Replacement Intake**  
15 min Jasmyrn Wilhelm

11:15 AM **Hardware Replacement Intake**  
15 min Jasmyrn Wilhelm

12:00 PM **Hardware Replacement**  
15 min Jasmyrn Wilhelm

# STEP 4

	A	B	C	D	E	F	G	H	I	J	K	L
	Dates:	Intake Date & Time:	Name:	Email/Username:	Password:	Current S/N:	Programs (*LN = Worktop):	Printers:	MFA Phone:	New Make/Model:	New S/N:	Delivery Date:
2	15-May-24	---					---	---		---	---	---
3	15-May-24	20 May 2024 @ 1000					Power BI; Microsoft Project; LN	US0P-PUR015		---	---	---
4	15-May-24	23 May 24 @0900					New IBIS; Old IBIS; LN	---		---	---	---
5	16-May-24	20 May 2024 @ 1100					ERP; LN	---		Lattitude 5440	6XMXVW3	20-May-24
6	20-May-24	---					---	---		---	---	---
7	20-May-24	---					---	---		---	---	---
8	20-May-24	21 May 2024 @1530					None Specified	---		---	---	---
9	20-May-24	22 May 24 @1300					SAP	---		---	---	---
10	28-May-24	3 June 2024 @1000					LN, SAP, Adobe Reader	US0P-CS002		---	---	---
11	28-May-24	4 Jun 2024 @0845					None Specified	USMP-QM03; HP DJ 2130		---	---	---
12	28-May-24	---					---	---		---	---	---
13	28-May-24	3 June 24 @0900					e, RSLinx and logix; LOGO!Soft, Connected	---		---	---	---
14	28-May-24	29 May 24 @ 1000					None Specified	---		---	---	---
15	28-May-24	---										
16												
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37												

Setting up a device is not as simple as downloading windows and completing updates. Information such as printers and programs must be collected to set up the new device. Another item that must be handled is gathering the password (which many do not even know) and navigating the MFA. When attempting to log in to one's account, the action must be verified by the Authentication app, a text, or a call.

# STEP 5

[illegible]

At this time by the end of the internship over 45 people will have been met with/contacted to complete replacements. Some devices had already been upgraded, but not entered in the tracking system such as the SharePoint and Asset Tiger.



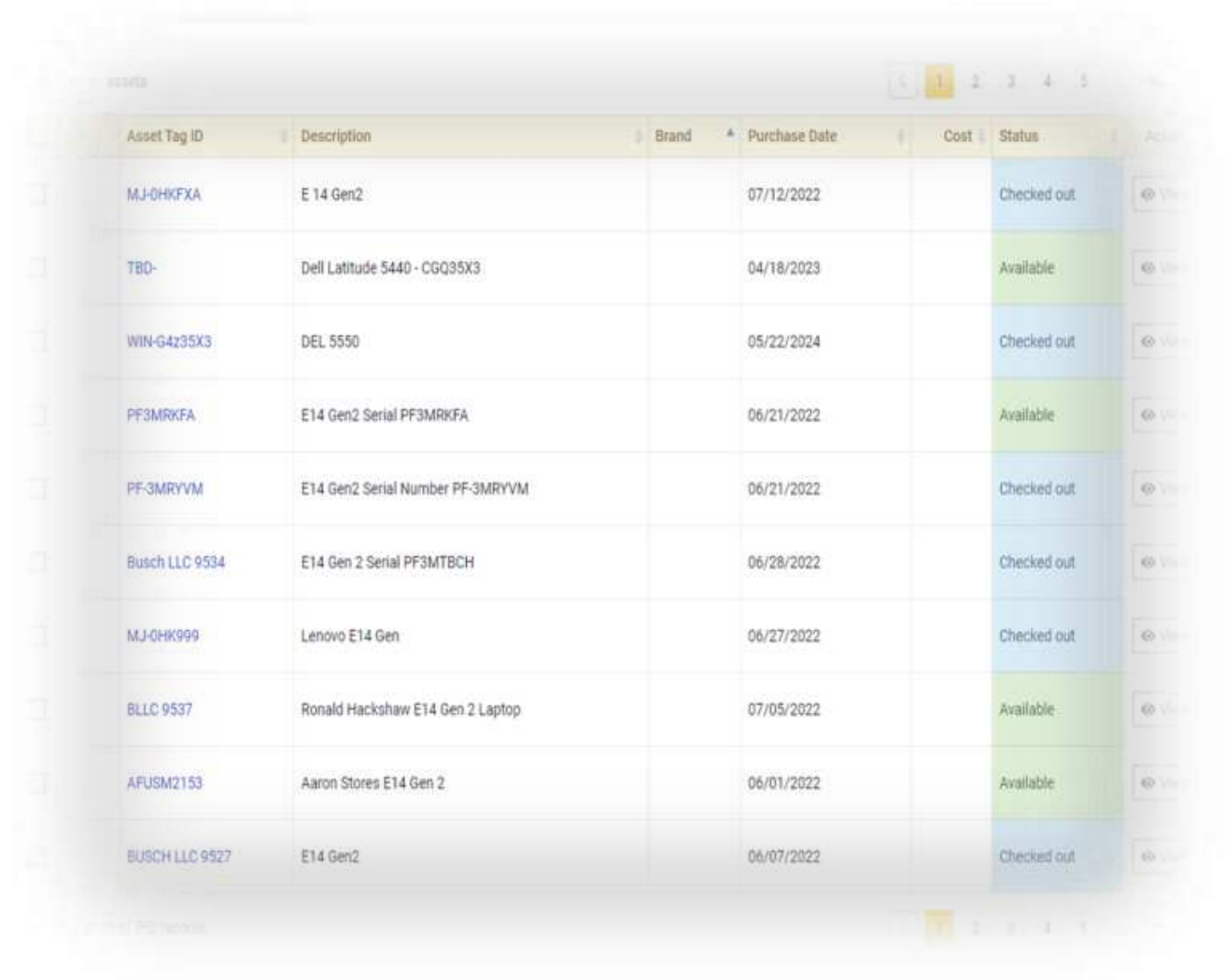
# OBJECTIVE #2 PROCESS

INVENTORY AND SUPPLY MANAGEMENT

# INVENTORY AND SUPPLY MANAGEMENT

Duties (Virginia Beach Location Only) :

- Activities:
  - Organization of assets
- Responsibilities:
  - Accounting of laptops and other peripherals in stock
- Tools and Resources:
  - Asset Tiger
  - BitLocker
  - Amazon
  - Microsoft 365 Applications
- Output:
  - Accurate accounting of functional equipment in stock to facilitate future orders and tickets



The screenshot displays the Asset Tiger software interface, which is used for managing inventory. It features a table with columns for Asset Tag ID, Description, Brand, Purchase Date, Cost, Status, and Actions. The table lists various assets, including Dell Latitude 5440 laptops, E14 Gen2 laptops, and a Lenovo E14 Gen laptop. The status of each asset is indicated by a colored background (blue for 'Checked out', green for 'Available').

Asset Tag ID	Description	Brand	Purchase Date	Cost	Status	Actions
MJ-0HKFXA	E 14 Gen2		07/12/2022		Checked out	View
TBD-	Dell Latitude 5440 - CGQ35X3		04/18/2023		Available	View
WIN-G4z35X3	DEL 5550		05/22/2024		Checked out	View
PF3MRKFA	E14 Gen2 Serial PF3MRKFA		06/21/2022		Available	View
PF-3MRYVM	E14 Gen2 Serial Number PF-3MRYVM		06/21/2022		Checked out	View
Busch LLC 9534	E14 Gen 2 Serial PF3MTBCH		06/28/2022		Checked out	View
MJ-0HK999	Lenovo E14 Gen		06/27/2022		Checked out	View
BLLC 9537	Ronald Hackshaw E14 Gen 2 Laptop		07/05/2022		Available	View
AFUSM2153	Aaron Stores E14 Gen 2		06/01/2022		Available	View
BUSCH LLC 9527	E14 Gen2		06/07/2022		Checked out	View

# STEP 1



As seen in slide 6, the storage closet was... On the right side of the picture, a small stack of laptops can be seen. However, that was only the beginning of devices.

To start managing the inventory, many broken devices were handed to me. The team was struggling with many other tickets, to where coordinating with Dell and Lenovo had fallen through the cracks leaving many devices needing to be repaired.

I cannot blame the team as dealing with the ticket support is the same as dealing with places such as Verizon. They will try to make one troubleshoot themselves even with a contract requiring them to come out within one business day. They would ask to speak with the IT department not believing I work there. They also try to send emails outside of our work hours and my workdays and attempt to close the ticket if not responded to within 1 day.



## STEP 2

The number of devices needing repairs was no small feat. More devices would come in almost daily that also had to have tickets placed for. If a device is under warranty, then there is no option to just toss the device even if it is less than 6 months.

Attached is a tracker I had to create just to keep track of the tickets and the issue with the devices along with the warranty date. Lenovo is the main company of devices needing to be repaired which did put my sanity into question. Over 49 tickets have been placed since the start of my internship, 30 of which were Lenovo's.

However, Dell is not innocent with tickets. The technician is only allowed to work on 1 device for 1 ticket. With 12 tickets entered for Dell, a technician had to come out for each ticket.

Laptop Status Tracker.xlsx • Last Modified: Thu at 12:58 PM

Search

Layout Formulas Data Review View Automate Developer Help Table Design

Calibri 11 Wrap Text General Conditional Formatting Format as Table Normal Bad Good Neutral Insert Delete Format Autosum Fill Clear

Font Alignment Number Styles Cells Edit

C	D	E	F	G	H	I	J
ID Number	Warranty Expiration	Device Name	Status	Last Update	Notes	Ticket Reference	Ticket Comments/Status
N/A	14-Jul-25	Broken	Yes	17-Jun-24	2019427232	Battery cannot hold a charge. (No lights)	
N/A	14-Jul-25	Broken	Yes	25-Jul-24	2020191540	Battery will not charge. Port is loose.	
N/A	14-Jul-25	Operational	No	--	--	--	
N/A	14-Jul-25	Broken	Yes	17-Jun-24	2019414016	Will not power on. (No Lights)	Thursday, June 20, 2024
ILLIC W489	24-Feb-25	Broken	Yes	17-Jun-24	2019411545	Security password required/unusable.	
N/A	14-Jul-25	Broken	Yes	10-Jun-24	2019417633	Black screen even on external monitor, but the bottom still illuminates.	Thursday, June 20, 2024
N/A	24-Feb-25	Broken	Yes	20-Jun-24	2019484253	USB ports are loose making device connections in and out.	Thursday, June 27, 2024
N/A	14-Jul-25	Operational	No	--	--	--	Thursday, June 27, 2024
N/A	14-Aug-24	Operational	No	--	--	--	Need BitLocker Recovery Key. Key ID:
N/A	14-Jul-25	Broken	Yes	25-Jul-24	2019570262	Battery cannot hold a charge. (No lights)	Thursday, June 27, 2024
N/A	2-Jun-25	Broken	Yes	25-Jun-24	2019566386	Will not connect to docking station or external monitors. (No Lights)	Monday, July 1, 2024
ILLIC W564	24-Jul-25	Broken	Yes	27-Jun-24	2019517048	Device will not power on even on Lenovo charger. No Lights	Monday, July 1, 2024
N/A	20-Dec-24	Broken	Yes	27-Jun-24	2019517055	Device will not power on even on Lenovo charger. No Lights	Wednesday, July 3, 2024
N/A	20-Dec-24	Broken	Yes	27-Jun-24	2019517037	Device will not power on even on Lenovo charger. No Lights	Monday, July 1, 2024
N/A	16-Jul-25	Broken	Yes	6/27/2024 & 18-Jul-24	2019417006 J	Cannot not power on even on Lenovo charger. Red charge port. No Lights. J. Preboot error	Monday, July 1, 2024
N/A	22-May-25	Broken	No	13-Jul-24	2020555550	Screen is black and will only beep. Power light comes on and then it is	
N/A	22-May-25	Operational	No	--	--	--	
N/A	20-Dec-24	Broken	Yes	2-Jun-24	2019489280	Device will not power on even on Lenovo charger. No Lights	Wednesday, July 3, 2024
LC 7543	22-May-25	Broken	Yes	5-Jun-24	2019502913	Device will not power on even on Lenovo charger. No Lights	Monday, July 25, 2024
N/A	20-Dec-24	Broken	Yes	5-Jun-24	2019714118	Device will not power on even on Lenovo charger. No Lights	
N/A	11-Sep-25	Operational	No	--	--	--	
N/A	3-Mar-25	Operational	No	--	--	--	
N/A	14-Oct-25	Operational	No	--	--	--	
N/A	9-Mar-25	Operational	No	--	--	--	
TTT	13-Feb-25	Operational	No	--	--	--	
N/A	23-Mar-25	Operational	No	--	--	--	
LC 780X	13-Mar-25	Operational	No	--	--	--	
N/A	28-Oct-24	Broken	Yes	2-Jun-24	1931272386	Screen will go black when a HDMI cord is in and will only display on an external monitor	Wednesday, July 3, 2024
NO E211	24-Feb-25	Broken	Yes	9-Jun-24	2019800327	Device will not power on even on Lenovo charger. No Lights	Thursday, July 11, 2024
N/A	5-Feb-26	Broken	Yes	5-Jun-24	193710728	Broken screen.	Thursday, July 18, 2024
N/A	10-Sep-26	Operational	No	--	--	--	
N/A	10-Sep-26	Broken	Yes	21-May-24	190802614	Screen Flickers/Glitches	
N/A	28-May-26	Broken	Yes	21-May-24	190801508	Tiny thin black vertical line appears on screen	
N/A	5-Feb-26	Broken	Yes	21-May-24	192003868	Broken Screen (White, black, and multicolored lines cover the whole screen)	
N/A	17-Mar-27	Operational	No	--	--	--	
LC 9426	28-May-26	Operational	No	--	--	--	
N/A	15-Dec-25	Operational	No	--	--	--	
N/A	21-Feb-25	Broken	No	18-Jul-24	2019251489	Freeszes during factory reset at exactly 28% and won't do login screen, but can't login.	Friday, July 23, 2024
N/A	14-Jul-25	Operational	No	--	--	--	
N/A	23-May-25	Broken	Yes	23-Jul-25	2020016444	Device will not power on even on Lenovo charger. No Lights	Wednesday, July 24, 2024
ILLIC W479	10-Dec-25	Broken	Yes	26-Jul-24	2020100512	Device will not power on even on Lenovo charger. No Lights	



## STEP 3

[illegible]

When going through the devices, creating tickets was not the only task. When devices are purchased, a 3-year warranty is included. When these devices are out of warranty, they are put into a bin to be disposed. Over 47 devices were checked regarding the status of their warranty. Once devices are confirmed to be out of warranty they are put into a bin, that when full, a recycling center will come and take the devices, wipe them clean, and destroy them. Until a receipt from the recycling center is received the devices can not be marked as disposed for accounting/budgeting purposes.



# SKILLS LEARNED

## Soft Skills:

- How to Increase Team Bonding
  - Birthdays, events, etc.
- Communication and Understanding
  - It is easy to lose communication skills after working in the field as it becomes habit.
- Interacting With others
  - Getting to meet and know others from almost every department
- Self Accountability and Responsibility
  - Meeting and asking for help, but also figuring out my own processes and holding myself accountable.

## Hard Skills:

- Replacing Various Hardware Equipment
  - Batteries, screens, etc.
- Erasing devices and setting up new ones
  - BitLocker, USB Windows upload, tips, tricks, etc.
- Troubleshooting
  - Lenovo, Dells, after device creation, etc.
- New Programs and Software's
  - Linux, Realm Join, Asset Tiger, SharePoint

# OTHER ACCOMPLISHMENTS



SIDE PROJECTS

# ★ ★ ORGANIZING ★ ★



THANK YOU 

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