

**Reflective Journal #4**

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CYSE 368: Cybersecurity Internship

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**This journal reflects 200 hours as an IT Summer Intern for Busch Vacuum Solutions in Virginia Beach, Virginia.**

Throughout my internship at Busch Vacuum Solutions, I have gained valuable insights into the company's operations and culture. The company, originally founded in Germany, operates in over 45 countries, with its United States headquarters located in Virginia Beach. Here, the IT team manages all U.S. IT-related matters and collaborates closely with the global service center in Europe to address tickets and resolve issues efficiently. Our team handles device repairs, troubleshooting, and remote communications, ensuring seamless operations across different states.

In our compact department of seven team members, each individual plays a crucial role. One colleague handles service calls, another serves as a consultant, and we have a valued member retiring after 20 years with the company. Mark Rushing leads our IT department, focusing on strategic oversight. With three of us managing a substantial workload, each handling an average of 150 tickets, our team ensures seamless IT operations. It's noteworthy that Busch Vacuum Solutions distinguishes itself by maintaining its IT operations in-house, a rarity in today's business landscape where outsourcing is common.

This summer, the HR department has invested heavily in interns, hiring 13 individuals across various departments such as IT, engineering, legal, marketing, and accounting. Originally intended for 15 interns, this team marks the largest group in recent years, highlighting HR's commitment to investing in future talent. Regular "Lunches and Learns" are held every two weeks, providing opportunities for interns to learn about essential skills like salary negotiations and LinkedIn usage. These sessions also serve as platforms for feedback and addressing any concerns, ensuring a positive internship experience.

Furthermore, HR coordinates bonding activities such as a half-day outing to Apex, which promotes team unity and relaxation. In the summer, the company treats employees to food truck meals, where everyone enjoys a complimentary meal of their choice, funded entirely by the company. The workplace is notably diverse, enriching my experience as I collaborate with colleagues from various backgrounds during my assigned summer project.

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While I have thoroughly enjoyed my time here, one aspect I find challenging is the internship's 29-hour weekly limit. This restriction, though understandable, can be disheartening given the enjoyable work environment and the opportunity to learn and contribute significantly.

In my role, I have taken on responsibilities beyond my initial scope, such as coordinating warranty repairs for over 50 laptops and managing the disposal of outdated devices like a Blackberry and older Dell and Lenovo laptops. My current project involves replacing 150 out-of-warranty laptops at our VA Beach location. I have updated necessary records and coordinated with departing staff to streamline the deployment process for remaining employees.

As my internship enters its final month, I am proud of the progress I have made. This experience has not only enhanced my technical skills but also sharpened my ability to adapt to a dynamic workplace. I look forward to sharing more updates in my next journal entry.