

Reflective Journal #5

Jasmyn Wilhelm

Old Dominion University

CYSE 368: Cybersecurity Internship

Teresa Duvall & Sai Gireesh Komaragiri

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My time at Busch Vacuum Solutions has been an incredibly insightful experience, offering an abundance of knowledge and a welcoming environment to learn. As the department's first intern in many years and the only female intern, I viewed this role as a unique opportunity to bring a fresh perspective. My colleagues have hosted a supportive and fun atmosphere, genuinely valuing the different viewpoints I bring to the team.

A notable aspect of my internship involved enhancing team traditions. Previously, birthdays were acknowledged with only a simple message. I proposed celebrating with a card and cupcakes, an idea that settled well with the team. This small change not only improved team bonding but also illustrated how thoughtful gestures can positively impact workplace morale.

In terms of my project responsibilities, I focused on hardware replacements and inventory management. My process began with identifying team members at the Virginia Beach facility whose devices were out of warranty. I reached out to them to set up remote sessions, where I would verify the status of their devices and gather necessary information, such as the applications and printers they used. This information was crucial for ensuring that their new devices would be configured to meet their specific needs without disrupting their work.

Once a new device was ready, I ensured it was delivered promptly and that the old device was collected. I updated the inventory management software to reflect the changes, including checking out the new device and processing the old one for disposal. For devices that were not only out of warranty but also experiencing issues, I followed a similar process, including arranging repairs through Lenovo or Dell when necessary. After repairs, I prepared the devices for future use by unlocking BitLocker and wiping the data.

Throughout my internship, my managers granted me considerable freedom to develop my own process for these tasks, offering support as needed while managing their own responsibilities. This level of trust has been instrumental in my professional growth and has allowed me to contribute meaningfully to the team. Overall, this experience has not only expanded my technical skills but also highlighted the importance of teamwork and inclusivity in a successful work environment.

Dear JASMYN WILHELM:

Congratulations! I am pleased to extend to you a **Firm Offer of Non-Paid Voluntary Employment** with the Internal Revenue Service (IRS).

In February 2024, I was thrilled to accept an internship position with the IRS through their Unpaid Student Volunteer Program, scheduled to begin in June 2024. However, due to administrative delays, I only began my role two weeks ago. Initially, my internship was set to focus on cybersecurity, but due to changes in my mentor's availability, my role has shifted to Information Technology. This adjustment means my current focus is more on administrative aspects, such as planning, preparedness, and risk management, rather than hands-on technical work.

Although I am currently working only one and a half days per week, this internship has already proven to be a valuable learning experience. There is still much for me to explore, and I have only scratched the surface of the various tasks and projects. My two assigned mentors have created a welcoming and supportive environment, consistently available to answer my questions and provide guidance. Despite the limited time spent so far, the mentors have been diligent in conducting regular check-ins, discussing any issues, and offering career advice.

The atmosphere within the team is positive and encouraging, and the mentors' commitment to supporting both me and the other two interns has been evident. While I have yet to dive deeply into the specific projects, the overall experience thus far has been highly beneficial, and I look forward to further developing my skills and understanding in this role.