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Reflection Paper 2

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Professor Teresa Duvall

Internship Reflection Paper

100 Hours

Working as a Helpdesk Technician for 100 hours has given me tremendous amounts of experience in user training, especially regarding phishing detection. I was tasked with weekly training of some of our employees, most of whom are considered “non-technical” users or those without a lot of experience in technology (but needing to know it for their job). A lot of the training led me to show our users some common phishing tactics and what to look out for. I additionally showed them our security training platform (KnowBe4) and emphasized the need to keep up on quarterly training and remedial training for if they get caught by a simulated phishing email. I was further tasked within this platform to push/roll out these tests, as well as pick relevant quarterly training. I picked some videos that were geared towards our overall audience (those with little experience in technology or cyber concepts in general), such as safe browsing practices, why Multi-Factor authentication [MFA], and basic spotting of malicious requests/emails. The need for user training is substantial, especially in our environment, as not even knowing what risks are out there can be detrimental to organizations. My goal is to help our

users better understand the need to develop safe browsing and email practices/techniques to secure our environment.

The value of customer service and adaptability are the most important things I've learned during the first hundred hours. Once again, customer service is one of the strongest lessons I am taking away from this internship. Being able to effectively communicate and resolve issues is a necessary part of all IT jobs. With more experience on the phones and within our ticketing system, I am very confident and aware of the words I say. Another takeaway is being adaptable. New issues (sometimes unseen before) will arise, and you will need to find a resolution. I actually find such issues to be a great part of the job, as it requires tremendous problem-solving skills. Furthermore, being adaptable is very necessary in today's world, and I utilize and try to learn some new technologies when I am able, such as using AI to help resolve or find solutions.

Overall, the first 100 hours have been a great introduction to information technology, in addition to learning some basic phishing tactics and how to respond to such incidents properly. As I move into my next fifty hours, I expect to develop a better understanding of our email security gateway tool to better respond to some threats.