

Jonathan Roeseler

Reflection Paper 3

Date: 9/15/2025 - 9/23/2025

ODU Fall 2025

Professor Teresa Duvall

Internship Reflection Paper

150 Hours

Working as a Helpdesk Technician for 150 hours has given me a lot of working skills and knowledge. One of the big takeaways I had from the first 150 hours was my part in response to a phishing incident. I learned some basic response actions and how to go about reporting what happened and offering remediation(s) to those above me. I was shown our Email Security tool before this (Mimecast), so I knew a little about how to work it. I removed the suspicious messages from our user(s) mailboxes, blocked the sender across our environment, and then determined the scope or impact by reaching out to affected recipients of the messages. After this incident, I became confident in responding to other attempted phishing attempts, and I gained tremendous knowledge in Mimecast, Microsoft Exchange, and Microsoft Defender for Email. I also recommended a mitigation solution to my superiors of a particular feature within Mimecast that we were not using despite having access to. The feature essentially looked for defined domain(s), and if a new domain came in that was too similar to it, it would be blocked or quarantined. For example, if xyz.com were legitimate, I would put it

in our custom monitored domains list so that if a malicious actor registered xxyz.com, it would be blocked.

The value of communication and collaboration are the most important things I've learned during the first 150 hours. Being able to communicate promptly and effectively is a very essential skill for cybersecurity professionals. Threats move very fast today, thus response times also have to match that. Collaboration is very much needed as well, especially in a cybersecurity role. It is next to impossible for a person to know about how to use all their tools in the environment effectively and become a subject matter expert [SME] in it. Thus, collaboration is necessary to proactively defend the environment.

Overall, the first 150 hours have been a great introduction to information technology and responding to threats. I have picked up on a new tool (Mimecast) and I hope to better understand our environment so I can utilize the tools to the best of its ability. Responding to real threats gave me a lot of confidence that I am a good fit for this field and it made me realize that cybersecurity is a much needed field. Furthermore, I learned that communicating properly is a necessary skill to be in this field. Phishing is the most effective way to get into an organization, and I hope to further my skill(s) in both soft skills and the technical tools in order to be able to proactive in responding to threats.