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Reflection Paper 3

Date: 4/5/2026

ODU Spring 2026

UJFT Community Campus

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Internship Reflection Paper

Second 50 Hours

Working as an IT intern with UJFT community campus for this second 50 hours has given me even more experience. For this second 50 hours they had me working on a training program that they wanted to implement within their system to be required for their employees. I was trying to find an effective plan for them to complete their training and actually take a moment to understand it. I don't want the employees to just go into the training and complete it without actually understanding the content. There were a ton of different trainings and I was tasked to pick out the most essential ones that apply to the environment. I came up with a plan to give one annual full training course that they need to complete once a year. I would also give monthly smaller training courses along with a monthly video that shows a real world experience of how people have been attacked. They also had me look into a suspicious incoming email that was sent to a few of their employees. The email had a ton of different red flags like having different sender's IP addresses, file detonation, file reputation, and file fingerprint matching. One user actually interacted with the email and we had to ask if they submitted any information, run an antivirus scan on their device, as well as reset their password to ensure that nobody was able to access their account and device. 1 of the 10 emails was blocked as soon as it was sent and I was confused on why. I later found that it was sent 6 hours later and by that time it had been discovered and had been ZAP-succeeded. This meant it was seen as malicious and was

automatically removed from the inbox and into quarantine. I was also tasked to send out an email that we were going to start doing microsoft shadow backups that take snapshots and save a backup twice a day. I came up with the plan to send out an email telling employees we were gonna start implementing this, then start implementing it through groups and not all at once. This was done so that if there were any errors it wouldn't affect the whole entire environment.

Applying cybersecurity principles in a real operational environment across various stages of IT support was the most important thing I've learned this 50 hours. I had to come up with a plan for 2 out of the 3 big tasks I was to complete this 50 hours. I had to learn and come up with a good plan to implement new policies and training that will help to enforce security for the work environment. Another value that was very important in these 50 weeks is to develop hands-on experience with security tools, systems, and processes. I had to go through the employee training modules and videos myself to see what would be the most effective training. I had to see which training I should assign to make it less "boring" for the employees so that they would actually focus on understanding them and completing them.

Overall this second 50 hours has been even more educational and I think that it has done a better job than the first 50 hours at actually giving me more experience of the field that I will be working in. Implementing policies, enforcing training, communicating to peers, and investigating suspicious activity have all been extremely educational and really shows me the responsibilities I will be taking on in the near future. It has been a very great experience so far and I am really learning a lot from my supervisors as well as from the work environment alone. I am also learning some soft skills like communicating with colleagues and dealing with people popping into the office a little frustrated with either the IT team or their device not working. I will still be working with this internship for a little after this course because I think that it is really helpful for me in learning how to get real IT work done. I am really enjoying learning and experiencing the UJFT experience and this is really helping me as somebody who has had no

experience beforehand. This opportunity is a great one and I am excited to do this work in an actual real world setting in the future.