

## Reflection Paper

**Date:** February 17, 2024

**Title:** Final fifty hours of Internship at Marshalls Distribution Center

This past week, I experienced a wide range of technology tools and procedures as part of my professional journey. Each of these experiences helped me get a greater grasp of our operating architecture. I started by getting to know Microsoft Appspace, which is a centralized administration system for monitors that are located along our information highway. Using this platform, I made it easier for our operations staff to update their weekly OT schedules, share HR presentations and safety movies, and make sure that the goods Control department's goods handling guidelines were easily accessible.

Another highlight was the Global Ticketing Application (GTA), which demonstrated how important it is to our labeling processes by facilitating accurate ticket ordering between departments. Additionally, I obtained practical experience with a range of printers, such as the CL4NX label printers, which are essential for pallet monitoring and loss prevention. A workhorse across our plant, the Printronix P8000 is responsible for printing comprehensive "DISTROS" that hold important item information. In the meanwhile, Xerox printers serve standard office requirements, highlighting how extensive our printing infrastructure is.

This week, Service Now—a crucial tool for incident management and issue escalation—had a major impact. I was able to log and track tickets with efficiency because of its user-friendly design, which guaranteed prompt resolution and few interruptions. Up until last week, I had never heard of the idea of thin clients. I learned that they served as tiny personal computers (PCs) with specialized software or web services installed. In our company, thin clients are only used for the SCAN system. I was able to use programs that our SOX IT team offered to repair a few defective devices.

In conclusion, this week offered a wide range of experiences, from troubleshooting remote monitors to learning the complex workings of printers and ticketing systems. Having worked with Service Now and thin clients, I have a greater understanding of how interconnected our IT environment is. Our operational effectiveness depends on each instrument and procedure; thus, I'm looking forward to developing my knowledge in these areas even more.