

Professional Skills Reflection

Introduction

I am completing my degree in Cybersecurity at Old Dominion University, and my goal is to continue building a career in cybersecurity and information technology. Through my degree program, Marine Corps experience, and work as a SharePoint Specialist, I have developed skills that are important in real technical environments. The three skills I selected for my portfolio are problem-solving, technical communication, and cybersecurity and information management. I chose these because they connect directly to the work I have done and the career I want to pursue. In cybersecurity and IT, you have to be able to solve problems, explain technical information clearly, and protect information systems. This reflection explains how my portfolio artifacts show these skills and how they can help me move forward.

Skill 1: Problem-Solving

Problem-solving is one of the strongest skills I have developed through school, work, and the military. In cybersecurity and IT, problems are not always simple. A lot of the time, you have to troubleshoot, stay patient, and work through the issue step by step. This skill matters because organizations need people who can figure out what is wrong and help keep systems working. Several artifacts in my portfolio show this skill. One example is my monthly status reports from my SharePoint Specialist role. In those reports, I documented work such as maintaining SharePoint sites, managing permissions, helping users with access issues, and supporting problems after the shared drive to SharePoint migration. That work required me to figure out why users could not access certain information or why something was not working correctly. Another artifact is my work with PMS Viewer access requests. I helped manage access requests for users across different departments and outside commands. This requires accuracy and attention to detail because access issues can affect security and daily operations. A third artifact is my work with recurring PII audits. These audits required me to review SharePoint areas and look for possible exposure of sensitive information.

Problem-solving is not just about fixing something after it breaks. It is also about preventing future issues by staying organized, following procedures, and paying attention to detail. This skill will help me in cybersecurity because the field requires people who can investigate issues, identify risks, and find practical solutions.

Skill 2: Technical Communication

Technical communication is another important skill I have developed. In IT and cybersecurity, it is not enough to just know how systems work. You also have to be able to explain technical information to other people. This could include users, coworkers, supervisors, or leadership. Good communication helps prevent confusion and makes technical work easier for

everyone involved. One artifact that shows this skill is my Marine Corps helpdesk and IT support experience. In that role, I helped Marines with SAARs, account issues, email problems, and general IT support. I had to explain technical steps in a way that made sense to users who may not have had the same technical background. Another artifact is my work as a SharePoint Specialist. In that position, I help users with permissions, support content managers, and explain SharePoint tools and site responsibilities. This requires me to communicate clearly because not every user has the same level of experience. A third artifact is my reflection papers and monthly status reports. These helped me practice explaining my work, responsibilities, and progress in a professional way.

These experiences showed me that communication is just as important as technical knowledge. A person might know how to fix an issue, but if they cannot explain the problem or solution clearly, the work can still break down. In cybersecurity, this skill is important because professionals often have to explain risks, procedures, and findings to people who may not be technical.

Skill 3: Cybersecurity and Information Management

Cybersecurity and information management is the third skill I selected because it connects directly to my degree and career goals. Organizations depend on secure systems, proper access control, and responsible information handling. This skill matters because cybersecurity professionals have to protect sensitive information while still supporting the organization's mission. Several artifacts in my portfolio show this skill. One example is my work managing SharePoint permissions and access control. This taught me how important it is to make sure users only have access to the information they actually need. Another artifact is my role in completing 90-day PII audits. Through this responsibility, I reviewed SharePoint areas to help make sure sensitive personal information was not exposed or mishandled. A third artifact is my work connected to the large migration from the shared drive to SharePoint. Supporting that transition showed me that information management is not just about storing files. It also involves organization, accountability, permissions, and protecting information during major changes.

These experiences helped me understand how cybersecurity applies to daily operations. Security is not only about stopping hackers. It also includes managing access, protecting sensitive data, and making sure information is organized in a secure way. This skill will help me in future cybersecurity roles because access control and information protection are important in almost every organization.

Describing My Skills to an Employer or Supervisor

One of the main skills I have developed is problem-solving. Through my SharePoint Specialist role, I have handled access issues, permission problems, and audit responsibilities that required me to think through problems carefully. For example, I supported PMS Viewer access requests and helped resolve issues related to permissions and information access. This experience

helped me become more comfortable working through technical problems in a real workplace. Another skill I developed is technical communication. In both my Marine Corps and civilian IT experience, I have had to explain technical issues and processes to users, coworkers, and leadership. For example, I helped Marines with account and access-related issues and also helped users understand SharePoint tools and permissions. These experiences helped me communicate technical information in a clear and professional way. A third skill I developed is cybersecurity and information management. Through my coursework and professional responsibilities, I have gained experience with access control, PII protection, and secure information handling. My work with recurring PII audits and SharePoint permissions helped me understand how to protect information while still supporting the needs of the organization.

Strongest Skill Reflection

The skill I believe is my strongest is problem-solving. This skill stands out because it has been part of almost every experience I have had, including school, the Marine Corps, and my current job. Over time, I have become more confident when dealing with issues that require patience, attention to detail, and logical thinking. The experience that helped me develop this skill the most was my work as a SharePoint Specialist. That role has given me real problems to solve, and many of those problems affect users and daily operations. I hope to continue using this skill in my cybersecurity career because cybersecurity professionals need to investigate issues, identify risks, and choose the best response.

Applying My Skills Going Forward

Going forward, I want to keep developing these skills through cybersecurity and IT roles that give me more hands-on experience with systems, access control, security processes, and user support. I also want to keep learning through certifications, work experience, and continued education. Technology and security threats are always changing, so I know I will need to keep improving. Problem-solving, technical communication, and cybersecurity and information management will continue to be important skills as I move forward in my career.