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Reflection Paper 2

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NEXCOM

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Internship Reflection Paper

Second 50 Hours

Working as an IT/Client Services Intern at NEXCOM for an additional 50 hours has given me the opportunity to move from observation into hands on technical work. The value of practical experience and professional networking are the most important things I have learned during this period.

With system access now established, I have been able to take on real responsibilities within the Client Services department. I have completed 134 tickets using the help desk ticketing system, resolving a range of issues including application errors, printer configuration, and Outlook problems. To resolve many of these issues remotely, I used Remote Desktop Viewer to connect directly to end user machines and work through problems in real time. I also used Active Directory to manage user accounts, which gave me direct experience with a tool that is fundamental to IT administration in enterprise environments. When tickets required escalation, I used the SDM to route them to the appropriate teams. Working through this volume of tickets in

a live environment has built my confidence and sharpened my troubleshooting process significantly.

In addition to technical work, this period included two tours that expanded my understanding of NEXCOM as an organization. I visited the Norfolk Navy Exchange and the Suffolk Distribution Center, both of which gave me a clearer picture of the operations that the IT department supports on the backend. Seeing those facilities firsthand made the work feel more connected to a larger purpose.

Further developing my professional network, I have been building a relationship with a systems engineer at NEXCOM who has been a valuable resource throughout this period. He has taken time to answer my questions, walk me through concepts beyond my current role, and offer career advice that I can apply going forward. Having that kind of mentorship within the organization has been one of the more meaningful parts of the internship so far.

Overall, the second 50 hours have marked a significant shift in my experience at NEXCOM. Moving from observation to active participation has accelerated my growth in ways I did not anticipate. I am completing real tickets, using enterprise tools, building professional relationships, and gaining a broader view of the organization I support. Outside of work, the intern cohort has continued to build strong relationships as well, including plans for a beach trip

that reflects how comfortable and connected we have become as a group. I look forward to continuing to grow in the remaining weeks of the internship.