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Reflection Paper 3

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NEXCOM

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Internship Reflection Paper

Working as an IT/Client Services Intern at NEXCOM for my final 50 hours has given me a sense of confidence and professional growth that I did not fully anticipate when the internship began. The value of self sufficiency and professional relationship building are the most important things I have learned during this period.

One of the most meaningful milestones of this period has been reaching a level of comfort with my day to day responsibilities where I no longer need to rely on my manager to guide me through tickets as often. I am able to troubleshoot independently, navigate the tools and systems I have been working with, and bring issues to resolution on my own. Reaching that point has been one of the most rewarding parts of the entire internship experience.

In addition to growing in my technical role, this period gave me the opportunity to meet two of the most senior leaders at NEXCOM. I had lengthy conversations with both the Director of IT and the Director of Security Operations about their professional journeys and what qualities they look for when hiring. These conversations were extremely valuable because they gave me a clear picture of what growth in this field looks like and what I should be working toward. Following our conversation, the Director of IT spoke positively about me to my manager, which was encouraging and affirming as I approach the end of the internship.

Further developing my professional skills, the interns participated in a DiSC learning assessment and completed a group activity based on the results. I was identified as an Si style, which reflects a collaborative and supportive approach to working with others. The activity helped me better understand my own communication and work style and how to apply that awareness in professional settings. We also attended a session on organization and project management, which provided practical strategies I can carry into future roles.

Overall, the third 50 hours have brought the internship full circle. What began as sitting beside my manager and learning through observation has turned into independent work, meaningful professional connections, and a stronger sense of who I am in a workplace setting. NEXCOM also brought in a photographer for professional headshots and hosted a wellness week that included an ice cream social and a line dancing event. These experiences added a personal dimension to the internship that made the overall environment feel genuinely welcoming and

invested in its people. I am leaving NEXCOM with technical experience, professional connections, and a clearer vision of the path ahead.