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Reflection Paper 1

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NEXCOM

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Internship Reflection Paper

Working as an IT/Client Services Intern at NEXCOM for 50 hours has given me a strong introduction to the professional environment of a large scale help desk. The two most important things I have learned during this period are the value of professional observation and the value of interpersonal communication.

Even without system access, I was able to learn a great deal by working alongside my manager as he answered calls and resolved tickets. Watching him handle each request from start to finish gave me a practical understanding of how a help desk functions in a DoD adjacent environment. I paid close attention to how he prioritized issues, communicated with end users, and documented his work for future reference. These are habits I intend to carry into my own work once I begin handling tickets independently.

In addition to observing daily operations, I attended an intern orientation that included a department showcase. Each division at NEXCOM was introduced and explained in terms of what it does and how it supports Navy personnel and their families. This gave me a broader understanding of how the IT and Client Services department fits into the overall mission of the organization. It reinforced that technical support is not just about resolving individual issues but about keeping operations running for people who depend on those systems every day.

The orientation also included a team building activity where each intern created a poster about themselves and presented it to fellow interns and several managers. This was a valuable experience because it pushed me to communicate my background and goals clearly in a professional setting. It also gave me the opportunity to get to know interns from other departments, and those relationships have already made the workplace feel more collaborative and welcoming.

Overall, the first 50 hours have exceeded my expectations for what I could learn before gaining full system access. Through observation, the department showcase, and the intern orientation, I have developed a clearer picture of how NEXCOM operates and what it means to be a professional in this environment. I am looking forward to applying these early lessons as I move into a more hands on role in the weeks ahead.