

## ***Journal Entry #2***

In my first 100 hours at Atlantic Bay Mortgage Group (ABMG), I continued to work with the build/infrastructure team to support four main objectives as previously mentioned: New Hires, Departures, On-Site/Remote support, and IT inventory. In these 50 hours, I have learned, questioned, and gained an enormous amount of knowledge regarding ABMG's internal infrastructure. As I got familiarized with the environment, I began doing more independent tasks by myself such as on-site requests, help desk tickets, and shipping out technology outside our headquarters. One important aspect, no matter the objective, focused on imaging and setting up new computers for internal use. Every day we get requests by numerous different departments to "build out" new computers. Side note, "build out" means set-up and focuses on imaging, installing software, and ensuring permissions are set-up to the needed user on a laptop. For new hires, we build-out a whole new setup with their needed programs depending on their roles. For existing hires that need a new computer (due to a broken keyboard, display, their computer being outdated, etc.) we utilize OneDrive to backup and restore their files on a newly setup computer. There are countless other tasks that we do on a daily basis, however, it would be difficult to describe everything in detail. As I slowly find my place at ABMG, I always try to keep a positive attitude and try to take every opportunity I can to improve myself every day.

It is important to note that in my next 50 hours at ABMG, I will be transitioning to another area of IT and focus on customer support inside our internal network. In this process, I will be assisting and resolving tickets regarding technical issues employees may have and be directly talking to them over the phone. As time goes on, I am sure I will be more detailed in explaining this process and my experience as I continue to learn.