

Mohammed Aljuboer

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Reflection Paper 1.

As a senior system administrator, my duties include managing 15 to 20 support tickets a day and supervising a team of four employees. I've had the fantastic opportunity to hone my technical, leadership, and communication abilities through this internship.

My communication skills, especially when it comes to written communication, have improved. I consistently compose comprehensive answers to tickets, guaranteeing lucidity for my colleagues and customers. Creating brief and understandable documentation that includes fixes for reoccurring problems has become crucial to optimizing the team's productivity.

I've overseen and managed a wide range of activities, from managing server maintenance to debugging network issues to handling user access concerns. The amount of tickets I've received has improved my ability to solve problems and set priorities. In order to guarantee that duties are performed effectively, I've also worked closely with my team, which has improved my delegation and mentoring skills.

Having led a group of people has expanded my perspective on professionalism in the workplace. I've had to strike a balance between managing tickets and leading the team, which includes doing performance reviews, keeping everyone motivated, and making sure there is good communication. It has been a pleasant task to learn how to focus on deadlines and

handle various personalities. My supervisors have given me constructive criticism, which I have used to advance both my technical and leadership abilities.

To sum up, these fifty hours have greatly improved my capacity to lead, handle technological problems, and uphold high standards in my work. I'm excited to keep honing these abilities throughout the duration of my internship.