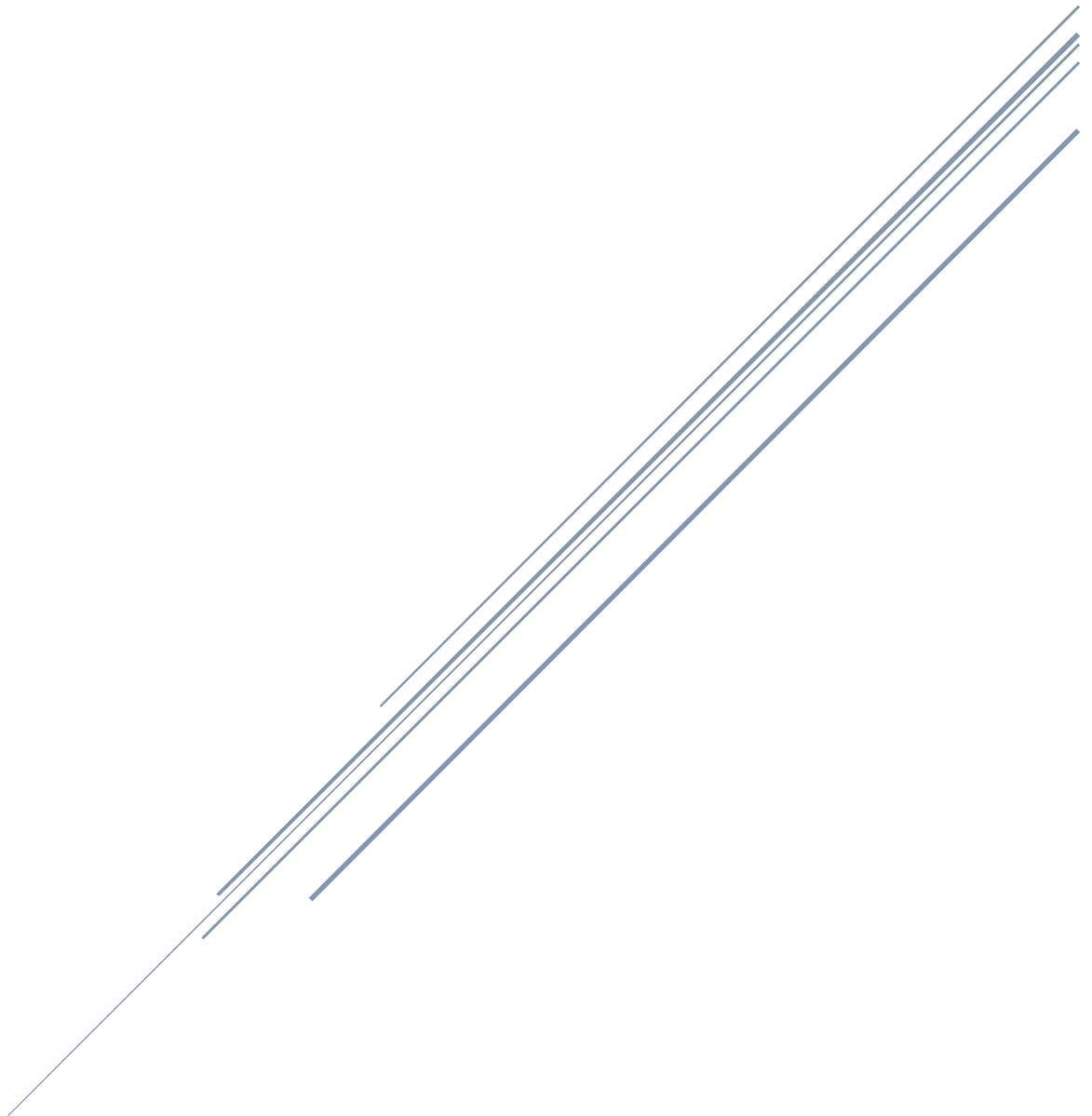


FINAL PAPER

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Custom Truck One Source
CYSE 368

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Final Paper

While working at Custom Truck One Source I have learned so much and continue to grow my knowledge professionally and educationally. I chose this internship and to work specifically at Custom Truck One Source mainly because of my connections. I know the Vice President of Applications personally and she was able to get me an internship with them and will also offer me a full-time position once it ends. I also heard many good experiences from current and former employees about the company and how everyone works together. It seemed like a great learning experience for me, and I am beyond happy I accepted the offer.

When I first came into the Internship my goals for this summer were to learn as much valuable information as possible whether it's mainly about cyber security or just valuable information about life, help learn more about how an IT department is run and the atmosphere around it to see if this is something I can actually see myself doing for the rest of my life, and I wanted to get as much experience in when it comes to working with tickets sent in from other employees requesting access to any program or application or needing assistance with an error occurring inside of a program.

When it comes to Custom Truck One Source, they are a primary source when it comes to specialized trucks and heavy equipment. They also allow renting their trucks to customers if they only need them for a short time. They offer used trucks as well if customers wish to not pay the price for a brand-new truck. Also, if the customer doesn't need any trucks but may need certain parts that come with a truck then they can just order that part by itself. When it comes to Custom

Truck One Source the name of the company is true to its name with all the different customizations customers can do with the trucks or parts they order!

On my first day working at Custom Truck One Source, I had to start with an orientation. However, my orientation had no relation to IT. Since Custom Truck One Source is a company all about trucks and working on trucks the orientation is mainly based on safety and benefits. However, for the IT field of the company, there was no information needed for the orientation, so I just had to sit through it and listen to basic safety information for 4 hours.

After orientation, I finally went off-site to the IT office down the road and met everyone for the first time. I was very nervous and anxious because at the time I truly did not know much about the basics of IT, mainly cybersecurity. However, after meeting everyone my boss brought me into his office, and we went over a whiteboard they made for me and all the projects they had for me throughout my internship. When going over it there were mainly assignments based on the security aspect of IT and that made me feel a whole lot better because it benefits me when it comes to Cybersecurity. After all, the experience is nice for a resume, but I am looking for something where it would benefit me and that's exactly what Custom Truck One Source is doing.

My training wasn't as straightforward as most companies have it. I was assigned training but for IT there was no training specifically for that. So, what they do is they assign videos on how to work all the programs in our M3 Application so if any tickets come in asking about a certain task in M3 then we will know what an issue could be because we watched how to certain complete tasks in M3. However, for specific training on my tasks, they would assign me a task and then allow me to analyze it and see what I would do then if I was wrong, they would then show me step-by-step instructions and they would make me write down everything they were doing. It is a very smart tactic to make someone struggle through a task because it allows that

person to learn more than just being told what to do instantly and that's what I want from this internship to learn, not just get through it for experience on a resume or to just get the college credit and I am very happy with the way they trained me and how they continue to train me for larger projects that affect the company deeply if I mess up so the trust they have in me is building up which gives me more confidence in my work.

When it comes to management and my internship, I like it very much. They just leave me on my own in my office and leave me responsible for my assignments and expect me to ask any questions I have. I like that they're not up my neck 24/7 and allow me to be free. I feel like I'm truly a part of the company and not some part-time intern.

My major work duties, assignments, or projects mainly come from the Vice President of IT in the company. At the beginning of my internship, I had a small project that had minor effects on the company, and it was to just go through 15,000 rows on an Excel sheet and confirm that each user has the correct title in the company and has the correct access based on their title. From there I started to pick up tickets on Zendesk where employees would regularly send in requests needing assistance with either getting more access, needing help with a program, or they're requesting prior documentation mainly for auditing purposes and I would have to compose all the files they need and send it to them. Now, I am working on a very important project that is a high priority that was sent directly from the Vice President of IT and the Director of Cybersecurity in the company. My job is to go onto Smartsheet's and re-create the most important programs that are used in M3. The reason for this is the company needs a new plan in case M3 goes blackout for some time. I have had multiple meetings with the Vice President and Director, and I am making very good progress and they are highly impressed by my skills.

Going into this internship I had prior beginner knowledge of cybersecurity. I knew the basics of Python, networking, social engineering, common attacks against companies, etc. Now when it comes to my skills and how they apply to my internship, they aren't used as much as I would've hoped. I am mainly learning more about how a company operates in the background from AD to how the main program, M3, is used. However, a big cybersecurity skill I use is to ensure no user has a surplus of access that they are not allowed to have, especially sys_admin. But learning a lot about how a large company works behind the scenes that no regular person sees has opened my mind to how important it is to double-check you're working and to confirm what you are doing is correct because one small mistake can create a deep hole that could cause large scale issues in the future.

Old Dominion University did not prepare me for this internship. Now, I am not saying they did a bad job. I am saying that I just started my cybersecurity program here at ODU, but all my prior experience comes from the cybersecurity classes I took at my local community college. I am sure I will learn so much valuable information once I get further into my degree at ODU. However, I have only taken 3 cybersecurity classes that I have already learned about at my community college. I will say though I feel like once this internship is over it will benefit me more academically now that I truly understand what it's like to work in the field of cybersecurity and IT. It will help me with research papers and knowing exactly which one would make the most sense because of my prior experience in the real world. It will help with my knowledge of the field and certain classes may come up that I already know about from the internship. An important skill I learned from the internship is responsibility. With the amount of tasks I have to do on top of the priority projects adds up and you need to be very responsible with what you're doing and how you're doing it. Another skill I learned was time management. I would need to

plan out my day in the morning and what I need to work on first and what meetings I have during the day and add the possibility of support tickets that come my way.

My goals starting this internship were to learn as much valuable information as possible whether it's mainly about cyber security or just valuable information about life, help learn more about how an IT department is run and the atmosphere around it to see if this is something I can actually see myself doing for the rest of my life, and I wanted to get as much experience in when it comes to working with tickets sent in from other employees requesting access to any program or application or needing assistance with an error occurring inside of a program. When it comes to if I fulfilled those personal goals or not, I would confidently say I have. I have learned a multitude amount of information about Information Technology, and how a large corporation operates behind the scenes. I also realized that working in an IT department is actually really fun and the co-workers are very funny as well. It's like a small family and I can definitely see myself working in those conditions in the future if needed. Finally, I have answered almost 100 tickets since I started where employees asking for more access to a program, needing information for an audit, assistance for why their VPN is not properly working, etc.

I would say the most exciting and motivating aspect of the internship was when I had high-priority assignments sent straight from the Vice President of Application Security. Those assignments would be mostly user setups for a Go Live we have coming up and they needed to be finished by at least the end of the week and it'll be at least 150 users that needed to be set up in M3. Another exciting and motivating aspect of the internship was when I had to do a deep dive analysis of user access in the M3 database to see if everyone has the correct access depending on their role in the company. Finally, another exciting and motivating aspect of the

internship was when I had to go into Active Directory and update users' Attribute 3 in case there were duplicates in the system.

The most discouraging aspect of the internship is when I have nothing to do all day and I've finished all my assignments in the morning, and I am just stuck there for hours doing nothing waiting until the day ends. Another discouraging aspect of the internship was when I had to be the water and trash boy. Almost every 2-3 weeks I would have to run to the store and get new packs of water for the office then empty the trash can at the dump. Personally, I did not sign up for doing stuff like that, but I'm at the point where I will do anything to keep this job.

The most challenging part of my internship was learning all the terms and what everything means. My co-workers would just start speaking at the sound of light speed with all these new terms and words I have never heard of before. I still never learned all of it but when I would be assigned something, and they would describe it I would have to ask so many times for them to explain what they are even saying because they are talking to me like I've been working there for 10+ years. However, I do understand it is a very fast-paced environment and I need to pick up quickly. Another challenge in the internship was learning the main application almost all employees use and how every single program works in M3. If I did not learn about that then I wouldn't be able to solve tickets because half of them are questions about a program in M3 and if I don't know how those programs operate, I can't help anyone out in that area.

For any new interns who might be coming to Custom Truck One Source be fully up to date on how to operate Microsoft Excel, and just be patient. I wouldn't say you need to know a whole lot about IT, but at least know the basics of how a computer works and some information about Active Directory. Also, if you can, learn a lot about Infor M3 and how that application works inside and out. Don't just hide in your cubicle all day either, get up go talk to your co-

workers and ask questions all of them are very helpful and wouldn't mind answering your questions or just talking. Finally, take lots of notes, take as much as you can write down because information flies by in there, and if you miss writing it down It might bite you in the back later.

In conclusion, my internship at Custom Truck One Source has been a blast! I learned so much valuable information about IT and just about life in general and met some amazing people as well. There were some challenges, ups, and downs, but mostly positives while working there. I am happy and confident to put this experience on my resume to tell other employers of all the information I have learned while only being with Custom Truck One Source for only three months. This internship experience will influence me and the rest of my time at Old Dominion University by keeping me motivated knowing I have that experience behind my back now before I graduate because a lot of jobs want to experience before working there and I am worried about how that was going to work then I got this internship and I feel much more motivated and relaxed now! This internship is going positively influence my future professional path because it has allowed me to realize if this type of work is something I wish to do for the rest of my life and by finally determining if that is what I want or not I can confidently move on with my life knowing that I do love this career and I want to keep working in it and I am not afraid of where it may take me or what position it might be either. It is also going to be helpful for my future professional path because I had an application security specialist intern position. I know what it is like working on the security side of applications and now I can see what other security positions might be like and if I might like them better!