

## Reflective Paper 3

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In my first 150 hours, I've noticed that I'm getting better at IT support, with the help of my supervisor and my coworkers. I'm learning more and understanding the different aspects of it. This internship is helping me learn new skills out of the regular skills that a person gains as a Help desk technician. I have learnt how to be patient with customer and how to handle rude customers. There has been experiences that have taught me the importance of maintaining composure and finding effective solutions even in less ideal circumstances.

These past 50 hours have been hectic. One incident happened where a customer reported me to a supervisor through email, claiming I was being rude during a phone interaction while I was, in fact, providing information. The user needed a password reset. As the job policy states, in order for me to reset a password, the user would have to provide a photo ID, their University ID number and a phone number. The user was surprised at the level of information requested for a simple password reset. In response, I calmly explained the policy to them, with a sweet tone, but however, to my surprise, she got angry.

I stayed calm, acknowledged the customer's concerns, and explained that I wasn't trying to be rude but to provide accurate information to solve their problem quickly. I shared my perspective and kept the conversation positive and empathetic.

Once the call ended, my supervisor reached out to me stating that he had gotten an email from a user that had a bad phone experience. I explained what happen, He then pulled up the voice recording from that call. While we both listened to it, my supervisor made a comment that he was proud of how I handled the situation. It was a rough day but I made the best out of it.

I'm excited for more challenges and growth in the next part of this job journey.