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Reflection Paper 1

Date: 02/08/2026

ODU Spring 2026

Best Buy Geeksquad

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### **Internship Reflection Paper First 50 Hours**

My first fifty hours at Best Buy Geek Squad for the semester have been informative and eye-opening. My biggest concern was being able to apply what I've learned in class to real-world applications and problem-solving. Customers come to Best Buy Geek Squad for a wide range of technical problems that are not typically learned in a classroom setting. I have had customers come in for gaming consoles, smart appliances, custom-built PCs, destroyed phones, and much more. I study the backside of technology, like Linux scripting, network configuration, and Python coding. The job demands information technology troubleshooting and lots of technical writing to communicate with my other coworkers to ensure accurate services. Today, I worked on a PC that was corroded and barely working due to a beer spill. The majority of the PC was not salvageable without having to replace many components for it to function properly. The customer was extremely upset because he was not informed about the corrosion during his last service visit. My coworkers tried to find numerous solutions to the problem since sensitive data and prestigious software could not be easily transferred to another computer. In these instances, I do not know much about PCs and the transferability of data, software, and programs from one computer to another. I have learned that every day is a learning experience and that having

mentors and peers helps cultivate an experience that combines my classroom knowledge with real-life troubleshooting.

In cybersecurity, you never learn everything; there are constant advances to the field that you have to be aware of. Malicious people have found ways to exploit vulnerabilities in company networks and scam other people. The most common troubleshooting we handle is virus and malware removal. The most susceptible people are Android owners and older people, due to a lack of knowledge of internet safety and vulnerable security systems. We have numerous resources that help debug computers, and we teach older people how to be proactive in securing their sensitive data. I am very knowledgeable about cyber risks and am up to date with the latest schemes attackers use to exploit people, especially with my information assurance and Windows system management courses that highlight this area. I am able to connect with customers by simplifying technical terms to help them better digest the information given and prevent future risks. Every day I am working. I always hit objectives and goals that my supervisor emphasizes, which will help me in my professional career and expand my knowledge of technology. At times, it can be challenging to continue because I have dealt with a bit of misogyny from men and women, unfortunately. I am the only woman in the department, so it can be frustrating to express myself to men. People tend not to believe me, oddly, and ask for my male coworkers. I try not to let it bother me, but I am human and know I have much more to learn. Overall, my first fifty hours were great, and I love all my coworkers. I know I will be getting better and better every day as I strive for greatness.