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Reflection Paper 2

March 8, 2026

ODU Spring 2026

Best Buy Geeksquad

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Internship Reflection Paper 100 Hours

My next fifty hours at Geek Squad have been a major learning experience, both technically and professionally. Being client-facing has pushed me to explain complex issues to people with little or no technical background, which can be challenging but also rewarding. I've grown to appreciate being the person customers turn to for answers, even when the situations are complicated. What I enjoy most about technology is that you never truly "master" it, there is always something new to learn, and that constant evolution keeps me engaged. These experiences have trained my mind to think through complex problems, which I find genuinely satisfying. Now that I'm no longer in training and can complete tasks independently, I've had the space to make mistakes, learn from them, and improve. That independence has been one of the most valuable parts of this stage in my internship.

At Geek Squad, I work closely with Apple devices running diagnostics, replacing screens, and troubleshooting a wide range of issues. This hands-on experience has helped me become much more familiar with the macOS environment, which complements my existing background in Windows and Linux from coursework and personal projects. One thing that stands out about macOS is how secure it is; the encryption is so strong that if a customer is signed out

of their Apple ID, there is almost nothing we can do to regain access. This has given me a deeper appreciation for how operating systems implement security at the user-account level.

My daily tasks often connect directly to what I'm learning in my Windows Systems Management and Cyber Techniques courses. I find myself applying concepts from class every time I troubleshoot a device. A large portion of customers believe they have a virus or malware, but in reality, most issues stem from pop-up ads or phishing attempts. Many people unknowingly download suspicious files or respond to fake emails pretending to be legitimate companies. Some even allow scammers to install remote-access tools like UltraViewer, giving strangers full control of their computers. Seeing this firsthand has shown me how widespread the lack of cybersecurity awareness really is, and it has made me more intentional about educating customers on safe practices.

I also learned something interesting about Windows file deletion: when a file is "deleted," it isn't fully removed. Fragments remain in the system until they're overwritten. At Geek Squad, we use a specialized USB tool that locates and permanently removes these fragments. Understanding this process has strengthened my knowledge of data persistence and reinforced why secure deletion methods matter in cybersecurity.

Beyond the technical skills I've gained, I've also grown a lot in my communication and technical writing. Speaking clearly and articulating complex ideas to customers is a crucial part of this job, and it's something I've had to work on intentionally. There are moments when I struggle to find the right words, which can make conversations more challenging, but I've been reading more and practicing to expand my vocabulary and improve how I explain things. I'm also learning to trust my own knowledge more. Sometimes I still look to my coworkers for

reassurance when I'm unsure, but each shift helps me build confidence in my abilities. As I continue working, I can already see myself becoming more comfortable, more articulate, and more capable of handling customer interactions independently.

One situation that stood out during this period involved an Apple client whose iPhone was powered on but not displaying anything. Since Apple requires us to run diagnostics before we can service a device, a non-functional display normally means we cannot proceed. To work around this, I used a USB-C to HDMI dongle and connected the phone to a MacBook so I could mirror the screen and access the diagnostic tools. This allowed me to complete the required checks and determine the appropriate service path. Finding this solution not only helped the customer receive support they otherwise wouldn't have qualified for, but it also reinforced my ability to think creatively under pressure. It was a moment where I felt confident in my troubleshooting skills and proud of the level of customer service I was able to provide.

Everything I've been learning about IT troubleshooting and cybersecurity directly aligns with the objectives outlined in my MOA and the expectations in the internship syllabus. Each shift gives me new opportunities to apply classroom concepts in real situations, whether I'm diagnosing hardware issues, identifying security risks, or educating customers about safe practices. As I continue to work, ask questions, and take on more responsibility, I can feel my confidence growing. I'm becoming more capable of helping customers independently, and this experience is strengthening the foundation I need for my future professional career.