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Reflection Paper 3

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Best Buy Geek Squad

Professor Teresa Duvall/TA Joshua Russell

Internship Reflection Paper 150 Hours

This week marked 156 hours I have spent at Geek Squad. I have learned so much regarding different devices and their capabilities, cybersecurity, Information Technology, and so many more disciplines that come together to provide the best service to customers. I assist customers in a wide range of devices and operating systems like MacOS and windows. I have grown within the short amount of time working there and have grown confident in my technical skills, this motivates me to move forward and do something challenging. As I complete this internship course, I hope to reflect and showcase my growth in a personal and professional stance.

Working at Geek squad has numerous tasks that needed to be performed prior to opening and during operation. Every morning we confirm Apple appointments and give any information to the client prior to arriving, we check how many devices are in the queue to be worked on, and prep for clients. In regards to the full scope of work at Geeksquad We handle many incidents like virus/malware scan and removal, data backups, device diagnostics, operating system repairs/installations, custom PC builds, and more services. One of my most memorable

recent appointments involved a client who needed to change the passwords on his three router relays, but had forgotten the credentials for all of them. I began by connecting each relay to his desktop and logging into his Linksys account, since the devices weren't discoverable and lacked IP addresses. I did everything I could to help him reset his Linksys password, only to realize that without access to his home network, I was stuck. Moments like that remind me how important it is to assess the full scope of a situation before diving in. Deep down, I knew it probably wouldn't work, but I still gave it my best effort, and that still counts.

Being well-rounded in troubleshooting a variety of devices has expanded both my technical knowledge and creative thinking. It challenges me to approach problems from different angles and adapt quickly. Throughout this internship, I've strengthened my problem-solving and diagnostic skills, deepened my understanding of networking and cybersecurity, and gained hands-on experience with professional tools like GSX and internal systems. These skills have helped me deliver honest, transparent customer service even when I've had to share difficult news. I am currently working to develop my speaking skills and be clear and concise when speaking to others. I've grown not just as a technician, but as a communicator and professional ready to advance in the IT field.

Everything I've learned in my core cybersecurity and IT classes has come up at least once during my time at Geek Squad. I love that the technology field is always evolving and innovating it keeps me engaged and mentally sharp, which I believe will help preserve cognitive strength as I grow older. My internship experience aligned with Geek Squad's goals and procedures, especially in areas like coursework, networking fundamentals, customer service, and integrity. What I'm most proud of is how quickly I absorbed new knowledge and applied it in

real situations. I know the skills I've gained here will directly support my career growth and future success in the tech field.