

Reflective Journal #2

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With another fifty hours of work under my belt with the internship, I have been able to experience more of what my job entails. During this time, there were several challenges I had to face, but I felt I had several successes as well. Since this is my first internship and job related to cybersecurity/technology, I was not aware of what to expect going into it. Being a senior with a cybersecurity degree, I knew I had a decent amount of book knowledge, but I had no hands-on experience or practice. The first week of work was relatively slow as I was training, getting access to different platforms the company used and getting a feel for what my job would entail. To start, I began requesting access to the platforms I would use in day-to-day operations by emailing our IT Service Desk and our system administrator. On my second day, training began, that were hour-long sessions over the span of eight days explaining the different platforms used for security operations. I completed these knowledge transfer sessions and started working on security operations in the afternoon, which I considered a huge accomplishment. There are several different platforms the company uses such as Pillr, CrowdStrike, PhishER, and Ivanti. In the afternoons I am responsible for monitoring these systems and solving any tickets that come along. After the second week is when I was able to start taking on the role of security operations in the afternoon, which I considered a small accomplishment. Although I was able to complete training and begin taking on security operations, there were several things I struggled with. One of the biggest challenges I faced was seeking out work or asking for more tasks. I am not being monitored or watched during the day, so I struggled to find productive work to fill my whole day. Also, the IT Security team has daily meetings, the Cybersecurity team has weekly meetings, and I meet with my mentor once a week. These meetings were new for me, and it took me a

couple of days to get the hang of updating the team in a short but explanatory way. Overall, I think I am getting the hang of my responsibilities, meetings, and updating, but I am still struggling with trying to seek out work for myself. I honestly expected to just be given a list of tasks to accomplish throughout the days and perhaps the week, but that is not the case. During my time at work, I do try my best to be productive and help the team in any way I can, but I am still improving in this regard.