

## **Reflection 2: My Help Desk Experience - First Time with Phone Support**

So, I'm back to reflect on my help desk internship. The first time around, I got a good look at what IT support is all about. This time, I want to talk about what I learned, especially about handling phone calls for the first time.

During this part of the internship, I was helping people with all sorts of tech problems. But a lot of it was on the phone, which was new to me. I dealt with everything from simple stuff like password resets and installing software to more complicated things like fixing network issues and broken computers. I also got better at using the ticketing system, which helped me keep track of requests, especially the ones that came in over the phone.

One of the biggest things I had to work on was my communication skills. I already knew how to explain tech stuff to people, but talking on the phone was different. I had to learn how to quickly connect with people without seeing them, figure out how tech-savvy they were just by listening, and change the way I talked depending on the situation. I also had to get good at dealing with people who were frustrated or stressed, which is harder to do over the phone. A key skill I picked up was guiding people through troubleshooting steps remotely, relying only on what they told me and giving clear instructions – something I'd never done before.

The internship was fast-paced as always. I got better at handling multiple things at once, figuring out what was urgent, and keeping up with my other tasks. This was even tougher with phone calls because I had to quickly figure out how bad the problem was just from what the caller said, help them right away, and then write everything down while staying calm and professional. This really improved my time-management and organizational skills. I was able to handle more support requests, both in-person and on the phone, way more efficiently. Teamwork was still super important. I worked with others to solve problems, share what I learned, and improve how things were done, often asking the more experienced techs for advice on how to handle tricky phone situations and how to best help people from a distance.

To wrap it up, this second reflection on my help desk internship highlights how much I grew, especially when it came to handling phone support for the first time. I got way better at the technical side of things, communicating with people over the phone, and managing my time, even when dealing with the added pressure of phone calls. This experience made me even more excited about a future in IT, especially in a job where I'm working directly with customers.