

### **Reflection 3: My Help Desk Experience - Password Resets and Communication Skills**

This is my third reflection on my help desk internship. I've talked about getting a general overview of IT support and then diving into phone support. Now, I want to focus on two areas where I've really seen myself improve: password resets and communication skills.

Password resets might seem simple, but they were a huge part of my job. At first, I was pretty nervous about them because I knew how important security was. I had to make sure I was talking to the right person every time, which sometimes involved asking a bunch of questions that users found annoying. Over time, I got way more comfortable with this process. I learned the best ways to verify someone's identity quickly and smoothly, so I could get them back into their accounts without making them feel like they were being interrogated. I also got good at explaining the importance of strong passwords and how to create them, which is something I didn't expect to be doing so often.

My communication skills also improved a lot during this internship. I knew that being able to explain technical stuff in simple terms was important, but I didn't realize how much it would matter in a real-world setting. I had to communicate with all kinds of people, from those who knew nothing about computers to those who were pretty tech-savvy. I learned how to tailor my language to each person, avoiding jargon when necessary and getting more technical when appropriate. I also got better at listening carefully to what people were saying, which helped me understand their problems more quickly and accurately.

One specific area where my communication skills grew was in dealing with frustrated users. When people can't access their accounts, they're often stressed, and I had to learn how to calm them down while also helping them solve their problem. This involved being patient, empathetic, and reassuring, which wasn't always easy, but it was incredibly rewarding. Beyond just communication, I also discovered that I have a natural ability to troubleshoot. I found myself able to quickly analyze problems, identify potential solutions, and implement them effectively, which was a huge asset in the fast-paced help desk environment.

Overall, I feel like I've made significant progress in handling password resets and improving my communication skills. These are two areas that are crucial in any IT support role, and I'm grateful for the opportunity to have developed them during this internship. I'd also like to thank Professor Duvall for giving me the opportunity to work

at the help desk. This experience has been invaluable, and I'm incredibly grateful for their guidance and support.