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Table of Contents

1. Introduction.....
2. Learning Outcomes.....
3. Management.....
4. Work Duties, Assignments, and Projects.....
5. Cybersecurity Skills.....
6. ODU Curriculum
7. Outcomes and Objectives.....
8. Motivating Aspects.....
9. Discouragements
10. The Challenges.....
11. Recommendations.....
12. Conclusion

Introduction

I decided to intern with Amazon because I am already an employee of the company. I also went to Amazon because of their overall values as a company. I love the environment and what they stand for. They make their employees feel like family and very comfortable. The main values that really stood out for me were that Amazon is very big on diversity and equality. Amazon is the true definition of equal opportunity. I can truly speak for this one considering myself dealing with muscle condition, and they still welcomed me with open arms. Amazon really pushes learning and teaching from within. I like that the organization doesn't expect you to know everything right out of the gate. If you are driven and have the will to learn, they will give you a chance. Another reason why I was intrigued by Amazon is that they are big on technology and robotics. They remain interested in continuing to update and implement changes as time evolves into new technology.

Amazon began as a small online bookstore founded by Jeff Bezos in 1994 in Washington. Amazon officially went public in 1997 and quickly grew and expanded into an "everything" brand. They are a multinational retail and technology company and are global in e-commerce, cloud computing (AWS), AI, and digital streaming. Amazon Inc is worth about 2.84 trillion today. Amazon's reputation is built around their customers, which makes them stand out as a company compared to most. Focusing on convenience, low prices, and fast shipping. Amazon focuses on the customer targeting all different customers from home-based to businesses from small to large corporations.

Learning Outcomes

My initial orientation was at the same building I already worked in a small sortation facility known as ORF 5 located in Suffolk, VA. This facility sorts of packages into small carts for trucks to deliver to the nearest delivery stations to deliver to customers in a quick and timely manner. This is what makes Amazon number one which allows for same day delivery options now. I pretty much was already familiar with the different areas of the facility since I work in security here. I would say that I was not aware of the different connections and cages of the different departments. For the internship I was partnering with the Technology department, which surprised me that it was also a part of the RME (Reliability, Maintenance, and Engineering) department. So, I had to watch a lot of safety videos and get a general overview of all their tools and learn the lockout tagout process. From the technical and cyber side of things, I

got to tour the server and electrical rooms around the facility. I knew most of the staff already from seeing them on shift but some I had never met so I had to introduce myself to everyone that would be on shift during my internship. All these things took place on day 1 of the internship. Amazon leadership likes to feed their employees so luckily, I was able to get some nice lunch from Subway that day.

During the three-month internship at Amazon, I walked in with the hopes of learning some many objectives that would give me a better understanding of how technology and cybersecurity operate in supply chains and logistics. These objectives included providing ongoing optimization and problem solving. I hoped to achieve this by refining security operations through threat intelligence and automation to reduce any risk and maximize ROI in real time. Review reports identifying any significant issues and variances, initiating changes where necessary. I would achieve this objective by working as a team to implement policies and update and change when necessary. Developing supply chain system network, performance, and cybersecurity requirements. I came into the internship with the idea that I would reach this objective goal by balancing benefits and cost to the technical and cybersecurity needs for the facility to remain and be best secured based on needs.

Management

In my opinion, I think the management team overall at the ORF5 facility was awesome. The management environment was very home-like and inviting. The management team really values comfortability. The higher ups included the GM Roger who was only on site here and there, but he was nice, but you could also tell he meant business because he only spoke when needed. The HR (PXT) team included Ms. Shani, who was from Alabama; she was so fun to work with. She had so much spunk about her. She could cook really well and make sure we all ate food. She really cared about the employees and stood up for Amazon's values and made sure the job was done while having fun. Russell, I didn't work with much until the end of the internship. He was a cool young college grad. He was pretty quiet, but he knew the policies well. There was the safety team who made sure all the associates were safely working in production and no injuries occurred during shift. This team was Alvin and Caroline. These two were awesome and very fun to engage with during shift and round table talks about different policies that needed revisions and such. We often collaborate over camera monitoring footage. Then we had the operations team pull it all together. Operations consist of various departments including inbound, outbound, TOM team, RME and Tech team and also Learning team. I worked with Robyn, Byran, who ran the inbound team. They were a funny but wonderful combination to work with ensuring the trucks got all the freight that was scheduled to go out. The outbound team was the biggest group, and we interacted with each other most frequently. This group included the heads of Kris and Cameron who called the shots. The other area managers were Kilberg, Kate, Rgine, Chris, and Denzell. They were all awesome to work with also, and we had a blast. We touch bases

regarding security issues and technical problem-solving solutions. TOM teams were responsible for the truckers and trailers outside. I worked on the team with Ethan and Phillip. These guys were so great and caring and loved when I asked questions about the department while giving needed feedback. The learning team did all the onboarding and training for the Amazon facility. This included Saiquan and Jessica. We worked closely with a concern with cyber and tech with the associate's computer logins and scanner accesses. Lastly, was my main team, which was the technology department who was run by William, known as Will. He was a very laidback guy who knew him really well. I didn't always see him on shift though because he would rotate between shifts, but he would always check in by zoom or email. He was very good at addressing our concerns and ensured we understood the task at hand that was scheduled. Will was okay with you asking questions and he liked to ask you questions also. I liked his overall personality as a teacher because he wanted you to feel comfortable and not rushed. My everyday team that I saw all the time was myself, Marwin, Jalen, and Jay. We handled all the technical and cyber stuff on the computers and servers plus policy management. Our team also included working with the RME team as well as they were pretty much merged. The RME teams were the money makers; they were Derrick, Moe, Issac, and Jacob. These guys handled all the maintenance in the building from simple fixes to more complex machines and robotic stuff. We were closely tied when it came to the PLC's and more tech-like equipment that involves computers. All these guys were great to work with and kept us all laughing on a daily basis. We met up daily before the start of the shift to discuss projects or tasks for the shift and what was to be expected from our team.

Overall, the management was pretty much a relaxed type of environment. Everything that was needed was stated and just expected to be completed in a timely manner without hard supervision, just general check-ins. It was not a lot of micromanagements there it was expected to learn and ask questions if you are not sure about something and be as hands on as possible. I enjoyed this aspect of the management at Amazon because it allowed you to be comfortable and learn at your own pace without feeling overwhelmed. I think this structure of management was great for technology and cyber learning. I don't think it was always best when it came to the operations side of things because sometimes it would backfire with the mindset of some of the associates being a lot of them are young there. It was overall very effective with my internship being a success.

Work Duties, Assignments and Projects

My work duties consist of policy management and planning ensuring Amazon's policies were always in compliance and updated as needed. I was also responsible for planning weekly round table meetings and weekly reporting on any cyber or technical concerns or changes to policies needed within the facility. We also had to do daily monitoring of systems to ensure that there

were no risks or threats to any data or equipment. We often had to perform updates to software and hardware to keep it up to standards and ensure safety of users. Working at Amazon daily I can aid in creating reports on any networking issues or service issues that affect the performance in the different departments within the facility. For example, A major issue I see arise a lot is where 20 associates could not get permissions to work within production. This directly affects Amazon's performance so I would document that and search for a corrective action to improve the issues. These assignments and daily tasks were essential to ensure that Amazon can effectively get packages through the chain without interruption due to computer failure or threats and attacks which would affect production and delivery time. Amazon is driven on data and metrics so they are all about numbers and successful customer satisfaction. I had to work with different programs used for monitoring the network such as Wireshark. I also had to do some teaching staff and associates when it came to phishing and spam issues within amazon systems. For example, we would send out fake emails to different employees and associates and if they would open the emails and click on the fake links it would send us a notice about that employee needing hands on training and modules on the cybersecurity risk and things on the network. I also was able to help the learning team create safety PowerPoints on using the web and networks within Amazon workplace.

I also had the task of interacting with the associates on all levels and gaining their feedback on what their tech and cyber safety concerns were and ways that they believe we could improve. Many of the associates have to login on computers sometimes or use computerized equipment such as scanners that require their information to keep track of their work progress. These devices require access to the network so therefore they are subject to vulnerabilities and potential attacks.

Cybersecurity Skills

When I think of cybersecurity, I view it as overall protection and defense of systems including networks, devices, programs and data. You are responsible for protecting these things against risks, threats, and attacks using different technologies and processes to keep systems safe. During my internship I would say I had basic knowledge of some of the tools used in cybersecurity from a past role and school. So, tools like Wireshark that can be used for packet capture and monitoring networks. I was also a little familiar with policy writing from a previous apprenticeship. I can say once I got into the internship, I learned a lot more that I expected to learn. I had no idea how much technology was within such a small amazon facility. There is a lot of equipment and PLC's that require technical knowledge and cybersecurity protection to remain efficient.

As a cybersecurity specialist I and the role in policy management and planning I learned a lot about Amazon's policy system and how to implement based on needs and best outcomes. The

main policies that I was responsible for implementing are common in most workplaces that have employees. The policies that I was responsible for implementing on regular bases at ORF5 facility were the Acceptable Use Policy (AUP) which this policy defines permitted behaviors for using company IT resources like internet, devices and email platforms. The Access Control Policy defines who can access specific data, systems, or facilities, often using role-based access. Bring Your Own Device (BYOD) Policy which was only allowed in production area by some L6 and L7 level managers and a few outside contractors. This policy outlines security requirements for employees using personal devices for work. The Incident Response Policy (IRP) is an important policy that every workplace should have in place especially larger corporations such as Amazon. This policy outlines the steps taken when a security breach occurs (detection, containment, and recovery). Another major policy implemented at our facility was the Data protection and Retention Policy which defines how data is classified, stored and securely disposed of. This is a big deal for Amazon's fulfillment and sortation facilities because there is such a high turnover rate. At ORF5 they also use a Password Policy that specifies requirements for password complexity, management and expiration. The Remote Work Policy is used by some of the managers and higher up who operate from a remote location. It establishes security protocols for working outside the office, and often require VPN usage.

I would say after having the internship along with a few other learning opportunities and schooling my outlook on cybersecurity has changed in the aspect of its importance and need for it in any workplace. Coming in the internship I honestly had no idea that a small facility would have a major need for different cybersecurity policies, protection and defense strategies. I learned there are many risks and vulnerabilities within supply chain and logistics. I learned that is very important to regularly update and revise policies when needed because in a place like Amazon things are always changing and evolving with time so there are always new risk and threats to systems and equipment. I was also responsible for planning things like meetings, walk arounds, some maintenance to systems and technical areas. At Amazon they use a ticket system so we had to ensure the tickets were addressed in a timely fashion. By, us being so closely connected to the RME department we often crossed with helping them on some projects especially involving PLC's and robotic systems.

We used a monitoring system on a daily to monitor network traffic in and out of the facility. We used tools like Wireshark for packet analysis, Intrusion and Detection Systems used for deterring and protecting against threats, WMS is the warehouse management system which was used to detect unauthorized movement including heat systems and also used to keep track of inventory. Tools like OpManager and ManageEngine were used to manage routers, firewalls and IoT's devices such as facility cameras and sensors. We also had sensor monitoring system that would keep track of any network alarms that could lead to breaches at the doors and machines.

All of this different combination of things definitely made my view of cybersecurity more interesting. Even with me working in security here I never knew all these different systems and tools existed and required any interaction and communication with a daily team. I can say I now

have better understanding of why policy implementing and management is so important in the workplace. Also, I have a greater understanding of why monitoring is a must and is needed to protect and deter in any workspace regardless of the size of the facility. Most of all I can say that compared to starting the internship to the ending I can walk away saying I have a better respect for the importance of the communication about cybersecurity awareness in the workplace. I was not aware at how much it mattered to communicate with everyone as team when it came to the cyber sector within Amazon. Even talking with just regular associates many were not aware of the dangers posed just by logging into a system or a scanner. This was so important and became a major task for me and I enjoyed educating everyone on the risk. Also, I was able to get some value feedback on many different things that needed to change or update. Unlike most places of work Amazon actually valued the feedback of the workers and tried to accommodate the changes needed for a more effective workplace. I really learned a lot from the planning and carrying out of the round table talk meetings. This was certainly something different for me that I had no experience in before. I was able to learn more about the employees, my team and others and why they felt or had certain concerns and we would talk out all the best solutions. During these meetings there was never a such thing as a stupid question or a right or wrong answer when we had these very engaged meetings.

ODU Curriculum

I feel like ODU's curriculum prepared me for an internship in some areas and some areas not so much. Like for instance, the basic hardware and software uses for Windows, Linux and Mac. I learned a lot of these basics from classes at ODU and the knowledge helped in the internship when we had to work on hardware like replacing parts in the CPU or Server configurations. Even classes like public speaking helped me when it came to teaching other employees and engaging in professional meetings when needing to lead the conversation. There were moments when my cyber courses came back to help, especially with tools like Wireshark for monitoring packets on the network. Also, things like firewall connections and configurations. The school labs that we had to do in class made a big difference within the internship, helping us to get those tasks done without having to be taught everything from scratch. There we many concepts and skills that I hadn't come across with school but experienced in the internship. For example, racking and installation of servers, working on PLC's and programming them. There were also many unique techniques and shortcuts I learned that I wasn't taught in school like certain keys and command-line features that work on machine and robotics. I would say overall the curriculum was a great preparer for the basics with technical and cybersecurity but in some areas its not as in depth or as challenging as it could have been.

Outcome and Objectives

The objective of providing ongoing optimization and problem solving I feel the internship fulfilled this objective because I was able to secure security operations by using threat intelligence and automation tools to reduce risks and maximize ROI using real time on an everyday timeframe. The outcome of reviewing reports and identifying any significant issues and variances, initiating changes where necessary. This objective was huge within the Amazon facility. This was achieved by mostly working as a team to implement policies and update and make the proper changes when necessary. I also had to run daily reports to see any changes in network traffic, looking at employee logins, time, work performance, etc. This was important to ensure a positive outcome for future work shifts. Communication was also key here because I had to check in and make sure there were no safety concerns or issues with anything from management and other teammates. Developing supply chain system network, performance, and cybersecurity requirements. I came into the internship with the idea that I would reach this objective goal by balancing benefits and cost to the technical and cybersecurity needs for the facility to remain and be best secured based on needs.

Motivating Aspects

The most motivating and exciting aspects of the internship were my team and the atmosphere of the ORF5 facility. My team was so awesome and encouraging. They really make you feel comfortable with yourself and being who you are. They were very supportive of questions and your opinions. They never forced anything on you that you were not comfortable with. My team made the whole internship fun and engaging while implementing cyber and technical work. We played games to test knowledge, had table talks and it was more than just the task at hand. They are really focused on what makes Amazon stand out from other companies, for example the culture, diversity, and equal opportunities. When you add these qualities in terms of the work it creates the perfect atmosphere. Another major motivating factor was the overall atmosphere. The atmosphere here was amazing, it made the internship feel like a breath of fresh air. It was such a laidback feeling, and everyone embraced it. Everyone connected like a family to get task done and we all collaborated and helped each other through the shift whenever there was need. We would often get lunch and have different snacks for everyone to share. The atmosphere makes you feel excited to come to work. It made you feel comfortable and ready for whatever was coming. Even if the facility numbers were down the atmosphere gave you motivation to keep pushing forward. I like that Amazon is so open and adjust with the times. They allow you to wear what you are comfortable with, and they even accommodate different religions for employees who need to take time for this. They even have lactation pods for new mothers who may still be breast feeding I thought this was so thoughtful of Amazon. Overall, my experience with the internship was very exciting and motivating most of the time. The team members and atmosphere often made up for the other things that were not the greatest factors. Seeing other associates engaging and smiling really made me feel like my internship was a success and that I

made a difference in my work and motivated me to want to keep going and make changes for the better and for the future at ORF5 and Amazon all together.

Discouragements

Any workplace will have some things that are not liked or don't always go well so I didn't expect everyday to be peaches and cream throughout the internship. Being that Amazon is metric and data driven they were big on numbers so sometimes this would change the tasks and need for immediate change. I found this to be quite irritating somedays because you had to switch gears just like that no matter what you had going on. This would affect the mood of a lot of the associates so it would make getting through some tasks tough. Another thing that was sometimes discouraging was the lack of communication and morale. Some of the higher ups didn't have the right energy for leadership and this would cause the work to get behind because its not properly communicated to the employees. Leadership should be able to motivate the associates to want to get the task complete in timely manner. I would often see this as an issue a lot with certain leadership and really hurt the shift numbers because it created a lack of care down the chain of people. It's crazy how much morale and communication makes a difference in how and when a job gets done. These are the only things that were discouraging to me during internship.

The Challenges

The challenges during the internship were sometimes equipment failures like a faulty sensor that was monitored and controlled by software. It was often a major issue with a lot of sensors especially when maintenance is being performed. It was hard to configure the sensors after they go haywire it was a challenge to get everything balanced in the systems. Another challenge was keeping up to date with all the scanners. The associates made this a hard challenge because they would leave them all over the place still logged in and it would cause a shortage and make it difficult to keep them programed properly. Communication somedays would be a challenge especially if it's a lot going on and numbers are down. Others' emotions and feelings made it difficult to explain some task or solutions when some employees were upset or not in the best mood on shift. Ages were another challenge often days because we worked with a lot of teenagers at ORF5 so sometimes it took time to make different adjustments to each person depending on their mood and willingness to listen and learn. This could be difficult to do because it's so many different moods and emotions because they are so young and different thought processes on how task should be completed. There was also its far share of drama of course these types of facilities are known for this, but I was surprised at some of the things they would allow to take place and cause a lot of drama behind things that could have been resolved much easier. This in turn often

would affect production times. Overall, there were a few challenges throughout the internship, but I was able to still make the best of it and kept pushing forward.

Recommendations

I would recommend before taking an internship to do your research about the company. Find out what motivated the start of the company and what makes them stand out from other companies. I recommend going on an internship that will not only give you knowledge but will allow you to be able to shine and be who you are as a person. Ask yourself what type of changes will you have to make for the internship. I would say to prepare again do research to look at history what the requirements are for the internship and follow up on past people who have intern with the company learn some key things that the company will look for. Be prepared to make connections from different areas. Don't be afraid to ask any kind of question. Take notes and be a good listener also become as engaging as possible this really helps with comfortability.

Conclusion

Overall, my internship experience was amazing at Amazon ORF5 sortation facility. I love what Amazon stands for. I like that they are all about equal opportunity, diversity and culture. They also push for learning and teaching from within. If you are willing and eager they will most likely give you a shot. I learned so much about the company and their values and how a happy customer makes the company and success. After my internship I can walk away knowing that I have made a difference and the company and employees have made an impact on me as well. I can take this and apply what learned in school or future jobs or professional gatherings. Despite some days were not the best due to numbers not meeting metrics or sometimes lack of communications on the team. I learned plenty and the experience was very exciting and motivating. I would recommend Amazon to any student who is looking of a great company where they want a comfortable environment and relaxed learning culture. It would be amazing for any area of study but especially supply chain or logistics. I appreciate Amazon's awesome culture and different approach to giving chances to anyone who is eager and willing to learn something new.