

Shannon Harris

Reflection Paper 2

Date: 02/14/2026

ODU Spring 2026

CYSE 368

Amazon

Professor Teresa Duvall/TA Joshua Russell

Internship Reflection Paper

Second 50 hours

Working as a Cybersecurity Specialist I in Policy Management and Planning for the second 50 hours has given me the understanding and knowledge to assist in supporting a team to improve in problem-solving and provide ongoing optimization with the Amazon supply chain.

Working at Amazon as a Cyber Specialist I am able to provide defense strategies to mitigate risk within the software, hardware, and service providers ecosystem. This helps to minimize data breaches and operational disruptions. A typical day at ORF 5 Amazon I spend a lot of time working on Cybersecurity policies and documentation. During these last past two week I have work with different programs used for monitoring the network such as Wireshark. I also was able 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

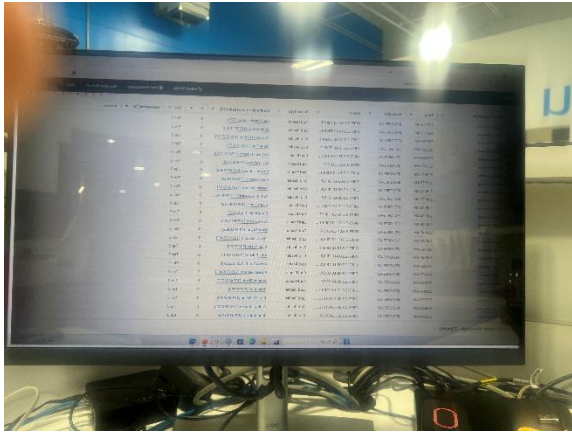
on the network. I also was able to help the learning team create safety PowerPoints on using the web and networks within Amazon workplace.

The value of security and communication are the most important things I have learned further. Having the security experience in the physical and digital form helps to mitigate the risk on Amazon equipment and network including hardware, software within the systems in the building. Being able to communicate with staff and associates are very critical and important in making it possible to update and write policies. A lot of the changes that are needed to be made comes directly from the associates who interact with the Amazon equipment and systems on a daily basis.

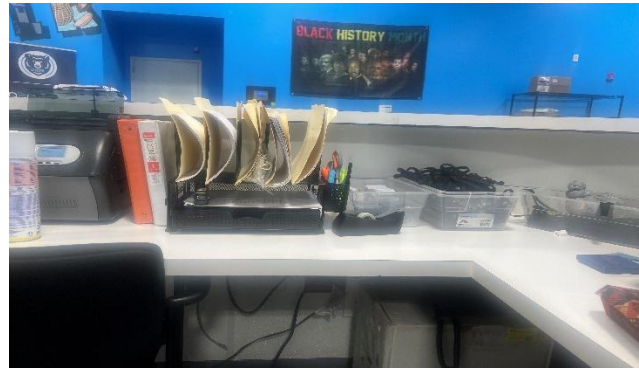
In addition to work I also assisted in hardware setup for the networking within the building which included replacing and inspecting ethernet and rj45 cables when needed. Setup switches and routers in new locations when needed. I also assist with other networking and motioning project installation on systems within the building. Some days I would assist IT and RME department with their tasks that involved problem-solving and mitigating risks for Amazon workplace safety.

Overall, the second 50 hours taught me that with the right amount of thinking, patience and communication that I can most times find the right solutions within a timely manner. Over these past two weeks I have become better with report documentation, monitoring systems, and multitasking to complete projects. I have also become more professional with communication skills by talking and communicating with staff and associates. Taking the time out to find out the problem and then coming up with the solution has become an effective method to improve policies and better outcomes for Amazon staff and happy customers. My second 50 hours have been very helpful and a joy to be more hands on with cyber defense monitoring techniques and

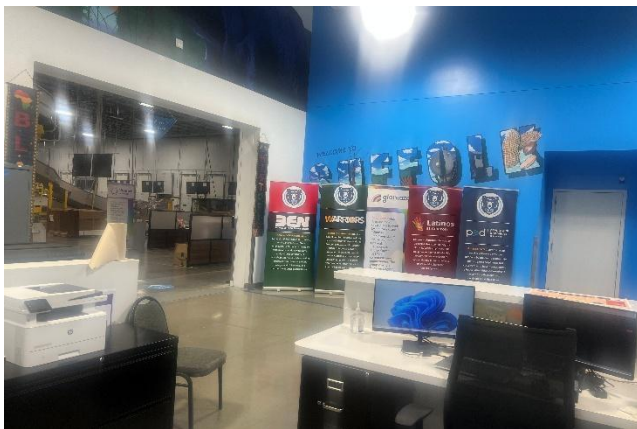
completing projects. I look forward to learning more and giving my expertise in the coming weeks at Amazon.



Monitoring Associates & Systems



Policy Paperwork



Security Access Area 1