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Reflection Paper 5

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CYSE 368

Amazon

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Internship Reflection Paper

Fifth 50 hours

Working as a Cybersecurity Specialist I in Policy Management and Planning for the fifth 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 in Suffolk I spend a lot of time working on Cybersecurity policies and documentation. During this 5th 50 hours we haven't did anything really new the past two weeks. Mainly we have just reviewed the different areas of cybersecurity that are commonly used at Amazon facilities. These areas were in Strategic Risk Management and Incident Response Planning. Strategic Risk Management involved identifying vulnerabilities, assessing threats (like ransomware or insider threats), and developing mitigation strategies that align with an organization's overall business goals. We had to ensure that all Amazon policies were in compliance with legal standards. We focused on a lot of round table

talks over these past two weeks. The round table talks were in depth conversations on topics that would overall improve Amazon' site as a whole. It was multiple different department heads there and even some lower-level associates as well. We went around the table and discussed numbers and concerns for operations and different ideas to improve production within the different shifts to meet goals. We had the RME and our Tech team to discuss all engineering and maintenance concerns. Also, during this time we were able to go in depth on technical and cyber policy concerns. We did discuss that we felt we needed to have a better system with training for employees on cybersecurity awareness in the workplace. I will say that upon observing the associates' movements and activities on the production floor there were a few areas of concerns reported for cyber awareness. Many of the associates are not aware of the amount of Phishing scams and attacks that are out there. A lot of their responses were shocking when they heard that these attacks can happen in Amazon facilities also.

The value of communications and reliability are the most important things I have learned further. I have learned that being able to have good communication skills go a long way. Even within a facility like Amazon there are many different people you have to work with throughout the shift. Communication is a must in order to see success. I have been able to see for some of the chaos and disfunction occurs in the different areas of the facility and its mostly due to the lack of communication skills across the board. It really made me realize it's very important to ask questions and that there are no stupid questions if you don't know. It also taught me that most of the time many people are willing to help you understand if you just ask. This change in outlook has helped become a more professional communicator overall. Another skill that I have learned is super important is reliability. Being a reliable person is what keeps the company efficient and in business. I have further learned that reliability is more than just showing up for shift but also

being able to perform your best at your duties. For example, me being able to be reliable with policy management allowed me the chance to help improve and manage new developments and changes in policies

Overall, I have learned so many new things. I am actually surprised at how many smaller everyday things we use connect to the cyber world. Working within these areas here at Amazon has showed me how diverse and interchangeable I could be when I didn't think I quite could be. I have learned how communication is one of the driving forces for all departments to come together and continue to make Amazon a successful company. I have also realized a great deal that reliability is more just showing up to work. It's about being able to be dependable at your duties and supporting your team beyond just your job title. Being able to successfully improve in planning and management required me to enhance in these two skills and it has shown a great improvement over the last few months at Amazon.