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Reflection Paper 6

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CYSE 368

Amazon

Professor Teresa Duvall/TA Joshua Russell

Internship Reflection Paper

Final 50 hours

Working as a Cybersecurity Specialist I in Policy Management and Planning for the final 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 spent a lot of time working on Cybersecurity policies and documentation. During this final 50 hours we pretty much just repeated and reviewed a lot of the things we have learned along the way. Mainly as a team we reviewed the different areas of cybersecurity and technology that are commonly used at Amazon facilities. These areas of cybersecurity were in Strategic Risk Management and Incident Response Planning (IRP) and a few other defense areas including policy management. 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. Incident Response Planning involved documenting strategies that outlined how Amazon would respond and detect a security incident. This also includes recovery methods in the event an incident occurs. Every week we had to meet and review policies to ensure that all Amazon policies were in compliance with legal standards.

The value of communication and versatility 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 key factor 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 why 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 I have learned that is important to have within Amazon facilities is versatility. I have really learned how versatility has made a major difference at Amazon over these past few months. Amazon is driven by data and metrics. So, at any moment things can change within a short period of time or without much notice. For example, Associates on a shift may be behind on getting out all the required number of packages so they may need additional associates to stay over to complete the required number of packages. This will cause numbers to change to meet cost and demand. Being able to be versatile and adapt to any change at anytime is a good trait to have to be most successful at Amazon. I have experienced the major difference that it makes for the company in a good way and also on the downside when some employees lack this trait.

Overall, my experience with this cyber internship has been amazing. I love the Amazon culture and the diversity as a whole. I like how they want you to be comfortable in your role regardless of your level or rank. Teamwork was very important here and it really showed me how much difference it can make in the company. My team was awesome we became like a little family in such a short time. I learned many things about the different technology and cyber management and policies that Amazon needs in place to be successful. I went in not knowing all this mattered at a small sortation facility. I am finishing up with a better level of professionalism and understanding the importance of things like communication, management, reliability and versatility. In the end I would say I have seen great day and some days that were a struggle but when putting all these traits together and communicating as a team the overcome has been successful. Exiting this internship, I will be walking away a better individual on multiple levels and I would like to thank Amazon ORF5 facility including upper management, operations, and all levels of associates for all their dedication and hard work.