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Reflection Paper 1

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CYSE 368

Amazon

Professor Teresa Duvall/TA Joshua Russell

Internship Reflection Paper

First 50 hours.

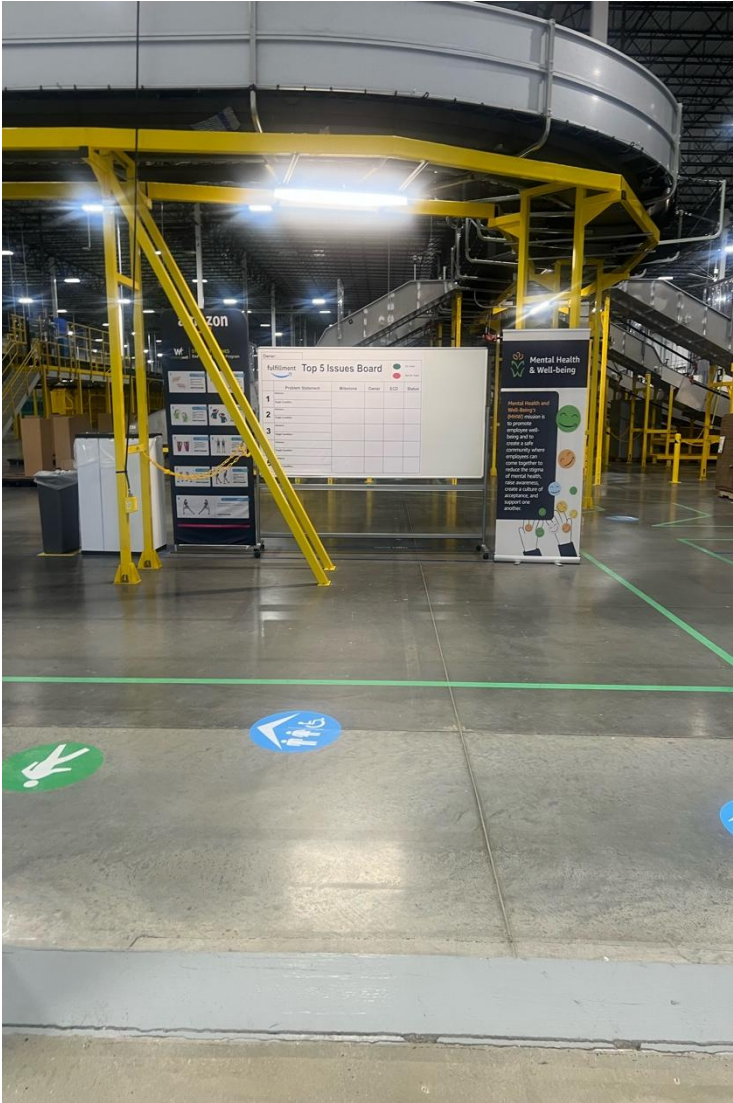
Working as a Cybersecurity Specialist I in Policy Management and Planning for 50 hours has given me the understanding and knowledge to assist in supporting a team to improve in problem-solving in networking, protection, and reporting to create better performance within the supply chain systems.

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. During my first 50 hours in the internship at Amazon, I also research several ways to enhance and update employee user policies. I am learning how to find critical areas in policy management and improve on planning to enforce the updated policies for Amazon sites.

The value of research and communication are the most important things I have learned further how important engagement is with the entire team. I first assumed that I would just be doing technical work and monitoring. It turned out that there is a lot more interacting and meeting with staff to mitigate and support with problem solving with networking and protecting the technical aspects within the Amazon facility. Amazon is big on productivity and reaching certain deadlines quickly. So, it has been interesting so far with how quickly they are able to change policies to meet certain demands. I must be available and prepared to find quick solutions to networking and defense strategies to prevent user error during production hours.

In addition to work the cybersecurity experts are apart of the information technology team which works very closely with the RME team. There is a lot of computerized equipment with data and other tools that are on the network that requires constant monitoring to ensure security of Amazon's daily operations. I was surprised at how closely related we all work together with the required maintenance and monitoring and updating policies when changes are made.

Overall, the first 50 hours has taught me how to manage policies and procedures and how to thoroughly research for quick and long-term solutions to changes. I have also experienced communication with higher up professionals to Amazon associates to ensure better planning and management in performance and productivity areas. I have also worked with some monitoring systems and collaboration with the engineering team with problem solving solutions. I would like to think overall I am learning more about how daily operations involves a lot of technical and defense planning to ensure smooth compliance and efficiency which in turn keeps happy customers for Amazon. Mostly everyone has been positive and helpful. I am looking forward to continuing learning with the internship aside from regular work.



Meeting Area and monitoring areas

