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Company: Sentara Health

Reflection number 1

Internship Reflection Journal

First 50 hours

After my first 50 hours as a Desktop support Analyst Intern, I have learnt a lot of hands on techniques and experience that can be used in IT operations, troubleshooting and more.

This internship has helped me acquire a lot of knowledge and has also given me an opportunity to apply all the classroom knowledge into real work activities. The professional and technical skills I have acquired is a lot.

My favorite responsibility at my internship that I really enjoy doing is responding to help desk tickets. I assist users with problems concerning their computers, printers and other software issues. I work on troubleshooting computers, helping fix printers, scanners and configuring user accounts. I also help with resetting passwords. These are primary

responsibilities at my internship and has made me gain a better understanding when it comes to ticketing systems. The ticketing system used at my internship is called ServiceNow. This is a ticketing system that helps in organizing and assigning tickets to workers to help make it easier to know the tasks for the day. It also helps with documenting tasks when done and solved, this helps us to know the tickets that were able to be resolved and the ones that were not.

I also enjoyed user support and communication experience which is a very huge aspect in my internship. Communication with users makes it easy to know the problem and also to keep the users calm and help them know the time it will take to solve issues and if it has to be escalated. I also gained experience in how to solve solution and explain problems and what allowed to problems to come about to users. All these communication skills have elevated my customer service skills and made me understand the workforce more.

The main challenge I had was when it came to escalating problems to the next team. This is because I felt like every problem should be solved in any way possible. But I after some days at the internship, I realized that is why there are teams for every form of problem. I have gained a massive improvement in critical thinking, and problem solving.

In all, I am very happy with the job I do at my internship and all the things I learn at my internship. The people I work with are very nice and always ready to help and assist whenever needed. The experience I am gaining at my internship is preparing me for the workforce and the responsibilities that comes with it. Below is a picture of a server from a distribution room.

