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Course: CYSE 368

Term: summer 2026

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Reflection number 2

Internship Reflection Journal

First 100hours

After completing 100 hours at my internship, I have learnt a lot of things both technical and professional knowledge. These skills will help me throughout my career, and I look forward to utilizing it in the future. The experience I have gained has given me a close up of what goes on in the information technology world. At my internship I support customers with any technical difficulty and also support operations with the hospital. I have gained better experience when it comes to troubleshooting, configuring and imaging. In the past few days, I have been doing a lot of imaging at my internship. It has become one of my favorite things to do when I go in to work. This is because I get to work on my own time. I have also done a lot of access control. This is when I give access to the right people using SharePoint. As a hospital most of the information

has limited access and needs to be given permission before given access. These past days have also made me realize how I love my job and what I do. It has improved my understanding with communication, teamwork, and how the IT environment works. At my internship we also provide technical support for employees at the hospital whether software or hardware and even network issues. We receive requests through a ticketing platform called ServiceNow. We then attend to these problems and fix it. If the problem or issue is beyond us, we escalate it to the next team. This is why I have learnt a lot of teamwork and communication at this job. Before I start, I listen to the customers concern and what caused the technical issue. I then diagnose the problem and then try to find what is actually wrong with it. I also find a more effective way to fix the problem.

I have also learnt a lot about SharePoint and power automation. I organize and maintain SharePoint sites and also help with the access control when it comes to data and documents. I also create workflows using power automation to help reduce manual tasks. This tool has helped me understand how to save time from manual task and use that time save to get other job done. I also love using it because I think it's a very smart tool which saves a lot of time.

Overall, after completing 100 hours at my internship I have gained more love for the work I do. I have also gained a lot of technical experience and knowledge when it comes to anything information technology. This will help me in my future career and will help me understand work environments. As I continue my internship, I am looking forward to gain more experience and help to grow professionally in my career.

