

Name: Tracy Adomfrimpong

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Instructor: Professor Duvall

TA: Jade Hines

Company: Sentara Health

Reflection number 3

Internship Reflection Journal

Third 50hours

After completing my third 50 hours at my internship, I have learnt a lot of things both technical and professional knowledge. I have learnt a lot of skills that will help me in my future career.

This part of my internship has given me the maximum experience I will need in my career. I have gained a lot of technical skills that will help me gain a great understanding working in IT. It has also helped me gain skills that is needed in professional environments. During these hours at my internship, I have had hands on experience with technical issues, troubleshooting computers and many more. I have also gained experience with the windows system, Active Directory, user accounts and a lot of other IT equipment. I have become more comfortable working with this equipment and solving problems in a professional setting.

I have helped people with access control, some people have 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 wrong with it. I also find a more effective way to fix the problem.

I have spent a lot of time helping users and medical professionals with technical issues. Some of the problems I have solved are hardware and software issues, troubleshooting computers and others. I have worked to identify problems and what caused the problem. I have learnt that approaching the problem systematically is better than and is done by putting together information, identifying the causes, testing solutions and verifying the problem was solved.

Overall, after completing 50 hours at my internship I have gained more experience for my job. I have also gained a lot of hands on 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 gaining more experience and help to grow professionally in my career.

