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Reflection Paper 1

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## **Internship Reflection Paper**

### **First: 50 Hours**

Working as an intern in my position or internship role for 50 hours has given me the value of diligence and strategy, which thus far have been the most important things I've learned since starting here at Warwick mechanical group. The jobs or tasks that I've been assigned have challenged me in a substantially positive way when it comes to putting in a good amount of work to ensure efficiency as well as strategizing to determine the best design to allow a positive outcome from a practical and visual perspective. This occurred when my supervisor and I were tasked with setting up daisy cables for a conference room to prepare for a two-day training session beginning the following day. The reason we had to use daisy cabling was because of the high number of tables compared to the limited number of outlets available. Our strategy was to plug the power boxes to the limited outlets and using the outlets from the power boxes as a connector for the other power boxes, that way we could cover the tables in the middle of the room that would have been impossible to reach otherwise. Subsequently, to minimize the chances of the trainees accidentally tripping over the wires from the power boxes, we secured the loose wires to the ground using gaff tape, which was a great aid, successfully keeping the wires as well as the boxes securely stable. This was a great task to take on during the first day.

Over the next few days, I was able to learn various skills, with one being terminating ethernet cables, which involved various methods of configuring the wiring setup, involving memorization of the color-coded wires and what order to put them in. This took a little time at first, but got easier with repetition, with the specific cable terminated being a Cat 6, which is different from its other type (Cat5) in the way that it's larger, more costly and better for more high speed, long-distance networks, while Cat 5 works better for standard office and home networking. Another skill that I was able to learn about was testing UPS batteries, which are used to power things such as workstations on a limited battery life in the event of a power outage, which could continue to power these among various other things that run off of power for up to half a day. Among the various batteries (up to 50 I'd say), my job was to test and sort out the good batteries from the bad ones, which can vary based on factors such as age and wear and tear over time. To determine this, I was to hook up a battery to a workstation, then unplug the battery from one of the outlets on the power surge strip and set a 10-minute timer. If the battery was able to keep the workstation running for the full 10 minutes, then it would be deemed a good battery, and if otherwise, whether it was due to the battery shutting down early or making a noise which indicated that the battery needed to be replaced, to be deemed a bad battery.

In addition to work I have had the opportunity to shadow a couple of my colleagues in the IT department who have had years of experience in the field. One of them was responsible for setting up and keeping a log of company issued iPhones as well as iPads, which was cool to see.

Another colleague that I was assigned to shadow was responsible for a variety of things: keeping track of all registered employees, taking down their information and logging it into a SharePoint portal as well as an active directory in windows, responding to cybersecurity incidents involving

employees such as suspicious activity (log-ins from questionable locations, employees falling for social engineering schemes such as phishing, etc.) having the authorization to then locking their accounts and sending the alerts to a third-party cybersecurity departments who would then respond in various ways depending on the severity of the incident, as well as sending non-malicious phishing emails to test employees cyber literacy in the security aspect, as well as sending training programs to employees as well as reminding those who hadn't gotten to them, tracking them down in another logging system. They had taken me through a process in which they had constructed an automated scheme using PowerShell which made their jobs easier regarding putting down or changing employee information, as well as the other tasks that I mentioned earlier. I found both roles to be incredibly intriguing and educational, giving me a different perspective on how different members of an IT department specialize in various roles which are crucial for making the whole operation work.

Overall, the first 50 hours have been incredibly educational and have fully captivated my attention and interest. I feel as if I have learned concepts and procedures much better than when I learn about them in a classroom lecture setting, and it is well rewarding when I recognize commands or names from labs or projects that I have done previously in past semesters. I also want to note that all of my colleagues in the IT department, as well as the entire staff at Warwick, have been nothing short of kind and hospitable. In this short amount of time, I have really gotten more comfortable and through my supervisor's wonderful teaching, I have had an amazing opportunity to grow in a substantial way regarding my overall morale and confidence. I am very happy here and cannot wait to learn more as my time with this company continues.

