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Reflection Paper 1

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 **Internship Reflection Paper – First 50 Hours**

Working as a Help Desk Technician for 50 hours has given me a lot of useful experience with fixing problems, helping customers, and following best practices for IT protection. This job has given me the chance to put what I've learned in the classroom to use in the real world, and it has also helped me strengthen my technical and communication skills.

The value of good problem-solving and troubleshooting is one of the most important things I've learned. Multiple technical problems have come up for me, such as program malfunctions, network connectivity issues, and hardware failures. By using structured troubleshooting steps and business documentation, I've gotten better at quickly finding and fixing problems.

Additionally, being able to help customers has been an important part of my job. People who aren't technical experts can easily understand the technical answers I've learned how to explain them. As a result, I'm better able to connect with end users and make sure their problems are handled in a professional and patient way.

In addition to work, security has been a big part of my job. I helped reset passwords, handle Active Directory, and enforce security protocols, making sure that the company's cybersecurity policies were followed. IT security basics have been strengthened by learning about Multi-Factor Authentication (MFA), access control rules, and phishing.

The most rewarding experience I've had is using a ticketing system like ServiceNow to keep track of and handle IT requests. Through this, I've learned how to set priorities, keep track of answers, and escalate problems when needed.

Upcoming, I want to learn more about advanced hacking, networking basics, and Linux systems. Overall, the first 50 hours have taught me a lot, and I'm excited to keep learning more about IT support and network protection.