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Reflection Paper 2  
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**Internship Reflection Paper 2**

Upon finishing an additional fifty hours of my internship as a Help Desk Technician, I have further improved my technical expertise, communication abilities, and understanding of cybersecurity. Deeper understanding of IT support procedures, security guidelines, and efficient troubleshooting methods has been made possible by these hours.  
  
Managing complex troubleshooting duties has been one of the most beneficial experiences during this time. I have assisted system administrators in identifying endpoint security vulnerabilities, software compatibility difficulties, and network connectivity issues. This has improved my efficiency in ticket resolution and helped me establish a more methodical approach to root cause analysis.  
  
I've also gotten more practical experience managing Active Directory (AD), learning how to create, edit, and deactivate user accounts while maintaining appropriate access control. Additionally, I have helped implement security measures including role-based access control (RBAC), multi-factor authentication (MFA), and phishing detection training for staff members.  
  
Knowledge management and documentation have been another important area of learning. I have helped to update articles in the internal knowledge base, making sure that fixes for persistent problems are thoroughly documented. This has reaffirmed how crucial it is to keep easily readable IT documentation for efficient troubleshooting.  
  
As I've started studying fundamental command-line functions, security setups, and server monitoring techniques, my exposure to Linux system administration has also grown. This has helped me expand my skill set beyond support for Windows in particular.  
  
In order to support my long-term professional objectives in cybersecurity, I plan to expand my knowledge of SIEM technologies, vulnerability management, and cloud security. I've learned so much over the last 100 hours, and I'm excited to keep developing into a well-rounded IT professional.