Yohannes Teklu  
Reflection Paper 3  
ODU spring 2025  
Professor Teresa Duvall  
>> Ashley Robinson

Now that I've finished my 150-hour internship as a Help Desk Technician, I can say with certainty that it has helped both my technical skills and my career growth in a big way. The last 50 hours were the most important because I had more freedom and duty to deal with difficult IT problems and help users with little supervision.  
  
During this time, I was in charge of replacing hardware, setting up new workstations, and making sure that software installations went smoothly. Tools like Active Directory, virtual desktop software, and ticketing systems like ServiceNow helped me get better at what I do. I also helped bring new employees up to speed by setting up their accounts, devices, and the permissions they needed. This helped me learn more about identity and access control.  
  
Leading a small project to write down standard operating procedures (SOPs) for frequent troubleshooting tasks was one of the best parts of this time. This documentation will be useful for future interns and team members, and it gave me a chance to do something meaningful for the group besides just helping out every day.  
  
As far as professional growth goes, I've gained more confidence in how I talk to clients and coworkers. I know how to ask the right questions, keep calm when things get tough, and give clear directions even when things are new or unexpected. My boss has also noticed that I'm getting better at managing my time and fixing problems on my own.  
  
When I think back on the 150-hour job, I'm proud of how much I've learned and grown. This job has made me even more interested in hacking and IT support, and I'm ready to take on more challenging jobs in the field. I'm thankful for the challenges and guidance that have helped me grow, and I'm looking forward to the next step in my work.