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**Intellidyne LLC**

**Internship Reflection 2**

### **Internship Reflection**

After completing 100 hours of my internship at Intellidyne LLC as a Tier 1 IT Help Desk intern, I can confidently say that the experience has been both exciting and rewarding. Over the past 50 hours, I've taken on more hands-on responsibilities, and it has been amazing to see how much I've grown. From tackling technical issues to gaining confidence in communicating with users, every shift has brought something new and valuable.

#### **Troubleshooting Experience**

During this phase of the internship, I worked on a wide variety of support tickets that challenged me to think critically and learn on the go. A large part of my work involved supporting Microsoft 365, especially helping users with OneDrive sync problems and access issues in Teams. It felt great to walk users through solutions and watch their problems get resolved in real time. I also managed account creation and made sure users had the correct permissions and access from day one.

Another part of my responsibilities included installing software, updating BIOS settings on new devices, and helping remote users stay connected and productive. BIOS updates were something I had never done before, so following internal documentation

closely and learning through hands-on experience gave me a strong sense of accomplishment.

VPN issues were common, and I enjoyed the challenge of helping users reconnect securely, especially those working from home. In cases that were more complex, I escalated the tickets with clear notes so that the Tier 2 team could follow up quickly. Learning when and how to escalate has been a huge part of understanding how the support process flows.

One of the most rewarding aspects of my role has been calling users directly to help them resolve problems. I have grown much more comfortable speaking on the phone, asking the right questions, and keeping users informed. Hearing the relief or appreciation in their voice when we solve the issue makes the hard work worth it.

### **Preparation and Onboarding Support**

Every day before my shift starts, I take a few minutes to go over pending tickets and make sure my tools are ready. Having a routine helps me feel organized and confident going into each day. Being able to jump right into tickets and respond quickly has improved my workflow and made me more efficient.

From the very beginning, the team at Intellidyne LLC made me feel welcomed and supported. The onboarding process was smooth and informative, giving me a solid foundation to start from. I was given time to shadow experienced technicians, and they were always willing to explain things and answer my questions. That supportive environment really helped me build confidence and feel like part of the team.

## **Challenges Faced**

One challenge I faced early on was managing multiple tickets at once while keeping users updated. At first, I would get caught up in solving one issue and forget to respond to others who were waiting. After getting feedback from a team member, I started using reminders and organizing my tickets more effectively. Now I feel much more in control of my workload and better at balancing tasks.

Another challenge came from helping remote users who were not comfortable with technology. Some users needed extra guidance, especially when dealing with VPN access or installing software. I've learned that patience and empathy go a long way. Staying calm, giving clear instructions, and reassuring users has helped me improve my communication skills in ways I didn't expect.

## **Conclusion**

These past 100 hours have been a fantastic learning experience. I've had the chance to troubleshoot technical issues, support remote users, work with helpful and experienced professionals, and grow in both technical and soft skills. I've genuinely enjoyed the opportunity to help others, learn something new every day, and feel like a valuable part of the IT support team. I'm looking forward to continuing the internship and taking everything I've learned into my future career.