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Intellidyne LLC

Internship Reflection 3

Internship Reflection: 150 Hours

Now that I've completed 150 hours of my internship at Intellidyne LLC, I can clearly see how far I've come since the beginning. The more time I spend in this role, the more confident and capable I feel in handling a wide range of technical support tasks. Each day brings new challenges, but I've learned to approach them with a problem-solving mindset, and I genuinely enjoy helping others while continuing to grow in the field of IT support.

Expanding My Technical Experience

Over the past 50 hours, I've taken on more complex tickets and have been trusted with greater responsibility. One area I've become more involved in is remote work support. Many users depend on stable access to company systems from home, and I've assisted with resolving issues involving VPN disconnections, remote desktop access failures, and misconfigured home network settings. These tickets have taught me how important patience and clear communication are, especially when guiding someone who isn't tech-savvy through step-by-step solutions.

I've also gained more experience with account creation and user onboarding tasks. This includes setting up Active Directory accounts, assigning permissions in Microsoft 365, and ensuring new hires have the right access to shared drives, Teams channels, and

company tools. It feels great to know that I'm playing a part in making someone's first day run smoothly.

Another valuable skill I've developed is identifying when a technical issue is outside the scope of Tier 1 and needs to be escalated. Instead of just passing tickets along, I now focus on gathering as much relevant details as possible, including screenshots, error logs, and a description of attempted fixes. This helps the Tier 2 team resolve the issue more efficiently and reflects well on the help desk team as a whole.

Day-to-Day Preparation and Workflow

Before each shift, I take time to prepare by reviewing open tickets, checking my tools, and reading any internal updates or announcements that may affect users. Staying proactive helps me stay organized and respond quickly to incoming requests. I've noticed that this daily preparation makes a big difference in how productive and focused I am throughout the day.

My workflow has also improved significantly. I've developed a better system for managing multiple tickets at once, setting internal reminders, and following up with users in a timely manner. It's satisfying to see how smoother my day runs now compared to when I first started.

Team Support and Learning Environment

One of the best parts of this internship has been the continued support from the team at Intellidyne LLC. Whether it's a quick Slack message to ask a question or a longer

discussion about troubleshooting strategies, the team has remained patient, approachable, and encouraging. Their willingness to share knowledge has made me feel more comfortable trying new tasks and taking initiative when solving problems.

Recently, I was shadowing a team member who walked me through the process of diagnosing a driver compatibility issue on a Windows device. Watching how they methodically approached the problem taught me not just what steps to follow, but also how to think critically when something doesn't go as expected. These real-time learning opportunities have been some of the most valuable moments of the internship.

Facing New Challenges

As I've taken on more technical tasks, I've faced new challenges that have helped me grow. For example, I encountered a situation where a user's laptop BIOS update failed mid-installation, and the device wouldn't boot. With help from the team, I learned how to initiate a recovery process and bring the system back online. Although I was nervous at first, it felt great to see the problem resolved and the user back to work.

Another challenge has been maintaining communication with users who are experiencing downtime. I've learned to be proactive in updating them, even if a fix is still in progress. Just letting someone know they haven't been forgotten can really make a difference, and it builds trust in the support process.

Conclusion

The past 150 hours at Intellidyne LLC have been a truly rewarding experience. I've expanded my technical skills, developed better communication and time management habits, and gained a clearer understanding of how professional IT support teams operate. Every challenge has turned into a learning opportunity, and every user interaction has helped me grow in confidence. I feel more prepared than ever to continue pursuing a career in IT and cybersecurity, and I'm excited to keep learning in the final phase of my internship.