

## Assignment 3.4: Compiled Reflective Journal Entries

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### Assignment 3.1

<b>Word limit</b>	350 words
<b>Topic</b>	Workplace Capabilities

Among the different skills noted, I believe that I have improved my teamwork skills the most. I have previously developed this skill through the process of trial and error whilst working through the various group projects assigned to me in my university courses. In those groups, my teammates would usually aim for different grades, leading to different levels of priority in completing their share of the group tasks. This, in turn would result in me continuously negotiating with them, to get everything done on time. Hence, before entering into the industry, I had already developed some techniques to use to negotiate and convince my group members to work with me and complete their tasks on time.

But surprisingly, when I entered the industry, I realised that those techniques were not really needed. That's because here, my teammates were highly motivated from the very start and fully-focused on completing the group tasks on time! So, I didn't have to spend any time or energy trying to negotiate and convince them to complete the work!

Furthermore, I found something interesting. As long as people clearly discuss and agree upon certain expectations regarding tasks, communication and behaviour from the start, those expectations are never broken! I had specially noticed this when a teammate of mine had rushed to his university (even though it was raining heavily then) just because he wouldn't have electricity at his home on that day and didn't want to miss the weekly group meeting we had agreed upon at the start of the project!

This helped me realise that you don't actually need to spend extra time trying to convince your teammates to work with you. Instead, as long as you clearly explain what you want, listen to what they want, and decide on a common understanding or norm to follow, everything else just clicks into place! This, in the end, not only saves time, but also increases confidence, cooperation and cohesion in the team. Hence, I believe this understanding and improvement in the way I approach group tasks and teamwork would immensely help me in the future.

## Assignment 3.2

<b>Word limit</b>	350 words
<b>Topic</b>	Midway performance review

### Section 1: Mid-way Performance Review with your industry supervisor

Topics for review	Industry supervisor feedback
<b>1. How do you feel, overall, I am performing in the workplace?</b>	She has been very pleased with my knowledge base, my ability to research and support my arguments, and my ability to be organized and document all the actions and their results. She has also been impressed with the leadership skills and flexibility that I had demonstrated in taking on team meeting and in documenting the key takeaways from them.
<b>2. What positive contribution/s have I made?</b>	She has been happy with the fact that I have highlighted various issues which they had not been aware of and implemented solutions wherever required. Furthermore, she had also been very appreciative of the fact that I had thrown myself into learning new systems outside of my internship scope, in order to help my colleagues, as the company greatly valued teamwork.
<b>3. What areas could be developed and or improved?</b>	She would prefer it if I were more proactive in seeking responsibilities (like in “running all intern meetings on my [Irene’s] behalf”) and believes it to be a hidden talent of mine that lies beyond my technical skills
<b>4. What are some future opportunities for me during the remainder of my internship?</b>	She believes I have more opportunities in developing “Proactive leadership” and “Proactive communication” skills during the remainder of my internship (like “highlight what you need from me [Irene] and others [team] to complete/achieve certain tasks and manage their timeline accordingly”)

### Section 2: Reflective Journal Entry

Currently, my supervisor is abroad, in a completely opposite time zone, giving briefings and sessions to various schools and organizations about the company. Thus, I initially felt a bit hesitant to ask for feedback, as I didn’t want to put any pressure on her and make her day even more hectic. But, since the 70hrs time period would be crossed soon, I decided to just send a message inquiring about it to her and ask her whether it would be possible to spare me a few minutes regarding this on any of the upcoming one-on-one meeting. Surprisingly, she had almost instantly responded back (even though it was late at night on her side), just to make time for the feedback and ensure that I can complete my assignment! So, I feel extremely honoured and glad to have her as my supervisor.

Although I had initially been worried about the feedbacks, they actually turned out to be extremely positive! Most of them were same as those which had been previously informed to me during my work (like appreciating my drive and effort on learning how to use the web development tools in ZOHO (like ZOHO Forms, CRM) and Bluehost on my own). But, alongside that, she had also

appreciated the leadership skills that I had demonstrated in the meetings taken on her behalf, which astonished me. That's because I had taken those meetings in an extremely cheerful and friendly manner (without any preparation) and had assumed I would be scolded for not being professional. So, hearing her say that everyone had enjoyed those meetings and the fact that she is planning on delegating all the intern group meetings to me from now on, made me extremely happy!

Overall, the feedback process felt more like advises from a friend in a causal chat, rather than a scary, interrogative performance review (which are usually depicted in story books and movies). Thus, it made me feel embarrassed for worrying about it and also encouraged me to ask for more feedbacks in the future.

### Assignment 3.3

<b>Word limit</b>	350 words
<b>Topic</b>	Integrating Disciplinary Knowledge

Thinking about disciplinary knowledge, I instantly remember the very first day of my internship where I used CVE (Common Vulnerabilities and Exposure) and Risk matrix table (likelihood vs. impact). These were concepts that I had just recently learnt about in my courses at university and are quite useful in identifying and prioritising the threats and vulnerabilities that the information assets (i.e. the company's software, data, etc.) are facing. Thus, they helped me not only classify all the weaknesses present in the software used by the company, but also allowed me to suggest possible mitigation methods!

Furthermore, I had also learnt how various attacks like DDOS, malware attacks, phishing, etc. worked in my previous semester. This helped me explain the company's current information security condition in a short, clear-cut, to-the-point manner and hence allowed me to instantly gain the permission to mitigate them (like setting up sanitization methods for SQL injection attacks on forms, etc.).

Moreover, during the internship, I had also learnt how to use ZOHO, which is a cloud software suite and SaaS application (Software as a service) used by the company to maintain website, database, calendar, alerts, task list, content, etc. Basically, it was the software that was being used to help the company run almost all aspects of their business. Thus, by working with it, I not only learnt how certain security features had actually worked in reality (like CAPTCHA and OTP provided by ZOHO), but also saw how all other fields of IT (like web development aspects, data analytics, etc.) and business interacted with one another in a practical, live situation.

Overall, I now know not only how to integrate my theoretical skills into practical environment, but also the most effective way to learn new concepts and tools in a short time (i.e. by watching crash-course videos, skim-reading through documentation files, etc.) . Furthermore, I also know how different departments and disciplines interact with each other in order to create a thriving business environment. Thus, I am sure all of these learning and experiences would definitely help me in developing my future career in Cyber Security.