

# **Internship Final Paper**

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Throughout my time in my internship I believe that I have gained insight into the professional software development world. During my second rotation my work involved a lot of meetings, and I learned about DevSecOps. All of the teams I worked on had complex and laborious build pipelines and development structures. I spent a lot of my time sitting in on meetings where development was planned. In these meetings I got the opportunity to observe as real professionals had discussed real development of real software.

This was a valuable experience. Until now, everything that I had worked on was for a personal project, or it was for a school assignment. Those experiences are valuable, but I am not subject to the expectations of a boss or stakeholder in the same ways that I will be on the job. Part of what I took away from this was that there was a lot of 'red-tape' at BCBST. I don't have enough knowledge to say if they operate with an A-typical level of bureaucracy, and I lack the experience to know if there is a better way. Going into a real position at BlueCross, I hope that I can use this information to acclimate to whatever process that my team uses.

During my first rotation, I worked on python code. This experience taught me about coding to requirements, and handling expectations from a stakeholder. I had to create a script that would be the replacement for another script that ran for the company already. This task required me to understand the process as it was, and then recreate it. One of the struggles I faced was that there were no formal requirements given to me. It was difficult to know what was needed from me when the person giving me the assignment didn't know what they wanted themselves.

I think that I could better handle that situation now that I have taken Software Engineering 1 and 2. In those courses I was taught about requirements gathering and the software development life cycle. If faced with a similar situation in the future, I would better understand how to collect requirements, and create the product correctly this time.

During my third and final rotation, I worked with several teams which taught me about their specific area of SQA. During these three periods I learned a lot about enterprise level testing, and the development process for many of these teams at BCBST. With this experience I believe I can write better quality code when I am on the job in the future. I have a better understanding of the testing process, and I understand what makes code fail. Additionally, I understand what testable code looks like.

My coursework helped me a lot to navigate during my time in these internships. The classes that prepared me the best were Software Engineering 1 and 2. These classes primed me on many of the concepts that I would encounter on the job.

So much of my work was involved with the scrum process, software life cycles, and the development process, and these concepts were taught to me in those classes. Additionally, I drew knowledge from Intro to Programming 1 and 2, and well as Database 1 and 2. These classes formed the technical foundations which allowed me to excel during my rotations.

My soft skills were developed in many of my courses, especially my career readiness class. The real thing I took from my coursework was the ability to teach myself. I believe that self-study is the most important skill for a software developer.

One of the harder pills for me to swallow was that technical ability was not the most important quality for a person at BCBST. During my internship, I came to feel that many of the people that I met were not actually all that technically proficient. They didn't always have a wide array of technical knowledge, but rather, a deep understanding of specific areas of BCBST. In addition to that, they would often have strong interpersonal skills that led them to being well liked.

When I started to have these feelings it was very frustrating to me. My skills lie primarily in the technical side of development, and I often find that interpersonal skills do not come naturally to me. Programming is more than just a job to me. It is one of the things I am most passionate about, and becoming a better programmer is very important to me. The idea that someone who does not care about their craft in the same way I do, but climbs higher than I would because people like them made me feel angry.

I'll be honest, I still get upset when I think about it, but I am trying to shift my perspective. During my last rotation I worked with some people that I would place into this group I have described, but they were still good at their jobs. They were nice and fun to work with, and they understood everything about what their role required. Over the years they spent at BCBST, they had developed an expertise in the area they worked. Also all of these people had other things in their life that they were passionate about. Meeting these people gave me a much needed reality check. There is nothing wrong with the way they wanted to live their lives. It just so happened that their focus was not on their work. That is not the life I want to live, but I can respect people who do want to live like that.

My current career goals are dependent on my experience in the next year at BCBST. I want to be around people who care as much as I do, and I want to be in a place that I feel is teaching me well. If these needs are met by my position at BCBST. Then I will stay with the company.

If I don't feel that those needs are being met I will try to find a position at a place that better suits me.

Either way, I plan on putting a lot of effort into fleshing out my portfolio and resume. I also need to start actively networking. These are always important to do, but they are required if I want to have the ability to move on from BCBST in the future.