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Journal Entry 2

Last Thursday, I had encountered a video on Youtube that discussed about the benefits as well as reasons when studying Information Technology by the channel name NetworkChuck. The title of the video is “The ONE Skill You Need in IT - Information Technology” and in this video, there was a guy named Chuck, he talked about his journey to become an IT technician and the one skill that help him to become highly successful. The skill that helps him the most was nothing related to IT and that skill was customer service. Chuck also mentions that he was terrible at math which is a subject I am also terrible at too and was the first thing I was worry about when choosing to have an IT major because it was a stereotype that every IT technician has to be good at math. However, after listening to Chuck, I realize that everybody can be successful with IT even those who were bad at math, it also gives me more hope and motivation to continue my bachelor’s degree in Information Technology. To say that the skill that helps Chuck to be successful was customer service, I had to think about it for a while then realize that it was precise. For every job, if you are good at talking to people, you will have a higher chance to negotiate with the customer, the price, duration, or when you talking to your boss, you will know how to ask for a raise or a higher position in the company. With good skills in customer service, your IT job will be much easier. For me, a student with minimum experience with computers will likely to worry when choosing IT for my major, but after watching Chuck’s video, I acknowledge that there is still a chance for me to be successful in this field. I will exploit my skill in customer service in the future when I have a job since I am good at talking to people, or I can use my skill in talking when I am still in the university to have a better experience studying this major.