

# Reflection Internship

**Internship Telenet**

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# 1 INTRODUCTION

My internship at Telenet has been an incredible journey of learning, growth, and self-discovery. As one of the leading players in the telecommunications industry, Telenet provided me with the perfect platform to bridge the gap between academic theory and real-world application. From the very beginning, I was welcomed into an innovative and dynamic work environment where collaboration and creativity were deeply valued. The internship allowed me to engage in a wide range of tasks and projects, each contributing to my understanding of the industry, my field of expertise, and professional workplace dynamics.

Over the course of this internship, I was not only able to refine the technical skills I had developed during my studies but also gained exposure to practical challenges that demanded critical thinking, adaptability, and problem-solving. Working alongside experienced professionals gave me the opportunity to learn from their expertise, while also contributing my unique perspective to the team. This experience also strengthened my ability to communicate effectively, work within a team, and adapt to the fast-paced and ever-evolving nature of the telecommunications sector.

In this reflection, I aim to provide an in-depth account of my experiences, focusing on the skills I developed, the challenges I encountered, and the strategies I employed to overcome them. Additionally, I will explore how this internship has shaped my future aspirations and professional outlook, leaving me better prepared for the opportunities and challenges ahead. Through this journey, Telenet has not only helped me grow as a professional but has also inspired me to continuously strive for excellence in all my endeavors.

## **2 CONTENT-RELATED REFLECTION**

### **2.1 What did you concretely achieve?**

During my internship, I completed a variety of technical tasks that had a meaningful impact on the organization. One of my most significant contributions was developing automation tests using Cucumber. These tests are designed to ensure that new additions or changes to the codebase do not disrupt the functionality of critical processes, such as port-in, port-out, and disconnect-in. I also worked on multiple development stories, including features that improve the background processing of number porting.

Additionally, I contributed to infrastructure and pipeline development, back-end development including unit testing and a first experience with working with AWS. On the front-end side, I created an export feature that allows users to export orders in CSV format for further analysis.

### **2.2 What does this deliver for the organization and users?**

The work I completed provides the organization with a more efficient and reliable system. The automation tests significantly reduce the risk of errors by ensuring that essential processes operate correctly under different conditions. This improves system reliability and minimizes potential downtime.

The new features I developed streamline the processing of number porting, leading to a better experience for customers. For internal users, such as developers and operations teams, these improvements enable smoother workflows and reduce the need for manual intervention. The export feature I implemented gives users a convenient way to analyze data more quickly and efficiently. Furthermore, the documentation I provided ensures that my work can be easily understood and maintained by colleagues, speeding up future updates.

### **2.3 Is the project fully completed, or does it require further work?**

The mobile number porting project is nearly complete, with only a few minor tasks remaining that can be handled later. In contrast, the fixed number porting project is still in its early stages and is expected to take six months to a year to complete. My contributions to this project focused primarily on the initial setup and development, establishing a solid foundation for future work.

## **2.4 Has what you developed been put into use?**

Yes, a significant portion of my work has already been deployed to production and is actively being used. The automation tests are continuously running in the CI/CD pipelines, ensuring that new code implementations do not introduce issues. This allows for faster development and deployment without compromising quality. The front-end functionalities and infrastructure components I built are currently being utilized to support daily operations.

## **2.5 What recommendations do you have for the client for the future?**

Based on my experience as an intern, I would recommend a stronger emphasis on team-building activities to enhance collaboration and communication among team members.

Additionally, offering more training on soft skills, such as communication and conflict resolution, could help improve overall workplace dynamics. It would also be beneficial to refine the onboarding process for interns and new employees, ensuring they have a smooth and supportive start.

Lastly, improving documentation on Confluence would make it easier for everyone to access important information and ensure consistency across the team.

## **3 PERSONAL REFLECTION**

### **3.1 What did the internship mean to you personally?**

The internship provided me with the opportunity to work in a professional environment and further develop my technical and personal skills. It was especially valuable to be part of a team where collaboration and communication are essential. This experience gave me a clear understanding of how projects are set up and executed in a large organization.

### **3.2 What did you learn?**

I became familiar with many new technologies and concepts, such as working with Cucumber for automation testing, JUnit and mocking in Java projects, and building APIs with Spring Boot. Additionally, I gained hands-on experience with cloud technologies like AWS. On the front-end side, I learned to work with frameworks like Vue.js and React.

Besides technical skills, I also developed soft skills, such as effective communication within a team and adapting to a company culture.

### **3.3 Where have you grown, and how?**

I have grown in my problem-solving abilities and in my ability to oversee and execute complex projects. By regularly working on challenging assignments, I have learned to approach tasks in an organized way, both individually and within a team. My technical knowledge in areas like automation, cloud technologies, and software development has significantly expanded.

### **3.4 What problems did you face, and how did you solve them?**

During my internship, I faced two main types of problems. First, there was the challenge of acquiring specific company knowledge, such as telecom processes. I solved this by collaborating closely with experienced colleagues and utilizing documentation systems like Confluence. Second, there were technical issues arising from complex codebases or new technologies. I addressed these challenges by conducting thorough research and using online resources like the documentation on Confluence or asking a member of the team for help when there were available.