

BlueSky Rotation 1 Report: Professional Growth and Learning Objectives in Enterprise**Technology Solutions**

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Introduction

During my internship with BlueCross BlueShield of Tennessee I worked on the Public Portals team within the Enterprise Technology Solutions division. My role as a developer revolved around web content management and DevOps tasks where I gained hands-on experience with proprietary systems like HCL's Web Content Management software and Azure DevOps. Over the course of this internship, I completed 13 independent user stories in the span of 3.5 months (Jan 21- May 2), contributed to production-level updates on BCBST.com, and assisted in migrating legacy systems to modern platforms. This report outlines my key learning objectives, applied coursework, challenges faced, and the impact of this experience on my career trajectory in Information Systems.

Learning Objectives

One of my primary learning objectives was to master enterprise-level web content management systems. This was achieved through daily interaction with HCL's WCM platform, where I learned to draft, approve, and syndicate content across multiple development environments, including BCBST.com, public sites, and SharedHealth portals. Each content update required navigating a complex workflow- creating projects in WCM, editing HTML/CSS in draft state, and validating changes in test servers before final production deployment. Since the software was custom-built for BCBST, documentation was scarce, and I relied heavily on 1:1 mentorship from senior developers to troubleshoot issues. By the end of my internship, I had not only streamlined my own workflow but also compiled a knowledge base for future interns, reducing repeat questions to the development team.

Another critical objective was adapting to Agile and DevOps methodologies. Working within a Scrum framework, I managed my own backlog of user stories in ADO and self-organized my tasks while always attempting to max out on my 4.5 story point allowance per day. I became very proficient in the full lifecycle of a user story- from development and peer review to UAT testing and closure. Additionally, I played a key role in migrating legacy user stories from IBM Rational Team Concert (RTC) to ADO, which involved reformatting acceptance criteria and ensuring all attachments were properly linked. This experience deepened my understanding of sprint planning and reinforced the importance of clear documentation in Agile environments.

Finally, I sought to enhance my security analytics skills by working with CheckMarx, a static application security testing (SAST) tool. My task involved extracting data from DAST reports and organizing it into structured spreadsheets for analysis. This allowed the team to compare CheckMarx's threat detection rates against older security reports, providing actionable insights into the tool's effectiveness. Through this process, I gained a better understanding of how vulnerability data is tracked and utilized in large-scale IT environments.

Applied Coursework

My academic preparation at BlueSky proved invaluable during this internship. The Essentials of Web Development course provided me with a strong foundation in HTML and CSS, which I used daily to update web content in WCM. Whether modifying navigation elements or styling patient portal components, I was able to apply these skills directly to real-world projects.

Similarly, Server-Side Web Programming gave me the conceptual background needed to understand server deployments, which translated seamlessly to my work with Urban Code Deploy (UCD). While the specific tools differed, the underlying principles of version control and server synchronization were the same, allowing me to quickly adapt to BCBST's workflows.

Beyond technical skills, the Career Readiness in IT course equipped me with the professionalism required in an enterprise setting. Clear communication, proactive problem-solving, and time management were critical to my success- especially when navigating undocumented systems or coordinating with team members across different departments. For example, when I encountered blockers in WCM, I scheduled focused 1:1 calls with developers instead of relying on fragmented email threads. This approach not only resolved issues faster but also demonstrated my ability to take initiative in a collaborative environment.

Navigating Challenges

One of the most significant challenges I faced was the lack of documentation for BCBST's custom WCM software. Early in my internship, I struggled to locate specific features or troubleshoot errors without relying on senior developers. To overcome this, I began meticulously documenting every solution and workflow tip on paper and in Desktop text documents. Over time, this resource grew into a comprehensive cloud-based guide that has great potential to be adopted by incoming interns. Another hurdle involved cross-server syndication errors, where content would stall in "pending" status without clear reasons. Through trial and error- and by comparing timestamps across environments- I identified a pattern related to server

caching delays. By adjusting my syndication timing, I achieved a 100% success rate in subsequent sprints.

A particularly intense challenge arose during a high-pressure pharmacy PDF upload for the consumer portal. Days before a Monday sprint release, **contractual** user stories I'd completed- which involved publishing updated pharmacy benefit documents- failed to propagate correctly over the weekend. When I logged in that Monday morning, the system showed broken links and missing files, threatening our release timeline. With only four hours to diagnose and fix what had originally taken two full days (16 hours) to implement, I immediately:

1. **Documented the gap:** Created a bulleted list for my team showing (a) what steps I'd completed, (b) where the system was failing, and (c) my active workarounds (e.g., manual PDF re-uploads via UCD).
2. **Escalated strategically:** Recognized one acceptance criterion (AC)- verifying PDF visibility in downstream provider portals- was far beyond my access permissions or training. When I demonstrated this during our emergency stand-up, the dev team acknowledged the oversight and took ownership of that component.
3. **Adapted to last-minute AC changes:** The parallel team managing our backlog had modified date-related ACs over the weekend without notification. This compressed my troubleshooting window from 16 hours to 4. While the dev team handled the technical fixes, I focused on updating date fields across 30+ files, prioritizing items blocking other teams.

This incident became a turning point in my internship. Initially, I'd assumed full responsibility for the errors, but through transparent communication- including screenshots of the original versus modified Acs- the team recognized systemic issues in story assignment and scope definition. My Scrum Master later commended my crisis management, specifically how I:

- **Depersonalized the problem** by focusing on observable system behaviors rather than assigning blame.
- **Created actionable documentation** that helped the team triage faster.
- **Advocated for clearer AC boundaries** in future stories by offering my thoughts regarding the weekend AC changes.

What began as a stressful scramble ultimately strengthened my ability to communicate under pressure and advocate for realistic project timelines- skills I applied in later sprints when coordinating multi-team deployments.

Career Goals

This internship has profoundly influenced my short-term, mid-term, and long-term career aspirations in many ways. In the immediate future (0-2 years), I now aspire to secure a DevOps Engineer role within the healthcare IT sector, leveraging my hands-on experience with ADO and WCM. Obtaining Agile certifications, as recommended by my Scrum Master, will further strengthen my qualifications. Looking ahead (3-5 years), I aspire to transition into a Solutions Architect position, where I can design patient-facing portals that integrate real-time security analytics- a passion ignited by my work with CheckMarx. Ultimately, in 10+ years, I envision

leading enterprise digital transformation initiatives, bridging the gap between legacy systems like RTC and modern DevOps platforms. My internship at BCBST has both clarified this trajectory and provided the technical and professional foundation to pursue it with confidence!

Conclusion

I continue to be amazed by how much I grew both technically and professionally while reflecting on this experience. I owe so much of it to simply having such a fantastic, helpful, and patient team. The impression it's left on me leads me to be excited for the next rotation. From debugging content syndication issues to contributing to production deployments, every challenge reinforced the importance of adaptability and continuous learning. The intersection of my coursework and real-world application- particularly in web development and server-side programming- validated my academic path while exposing gaps that guided my self-study. Moving forward, I will carry the lessons of Agile collaboration, systems thinking, and proactive communication into every phase of my career. This internship was not just a requirement; it was a catalyst for my future in Information Systems.