

## **Internship Reflection Report**

Andrew Houser

Enterprise IT Intern

Infrastructure & Ops - Enterprise Services

May 1, 2025

### **Contact**

[houseral@etsu.edu](mailto:houseral@etsu.edu)

[andrew@housermail.com](mailto:andrew@housermail.com)

(423) 394 – 6436

## **Learning Objectives**

### **Objective 1: Learn Applicable Enterprise Tools**

My first learning goal for this rotation was to get familiar with the primary tools used by the Managed File Transfer (MFT) team, specifically OPTx and IBM Sterling. I achieved this goal within the first two weeks by shadowing team members, reviewing documentation, and gradually assisting with minor tasks such as tracking file statuses, helping resolve basic transfer errors, and verifying job logs. Another tool I got familiar with was Windows SFTP servers, but this was a smooth transition with my prior experience with other SFTP server implementations.

Through daily hands-on engagement and team walkthroughs, I became comfortable navigating both OPTx and Sterling interfaces. I later participated in updating transfer configurations under supervision and handling account modification tickets, which reinforced my understanding of these tools. This learning experience has been vital in building my confidence and technical fluency within an enterprise-grade infrastructure environment.

### **Objective 2: Independent Task Completion**

My second goal was to be able to independently complete assigned tasks by the third week of my rotation. After gaining foundational knowledge of the software tools, I was entrusted with handling recurring, basic file transfer tickets and account configuration updates. After my experience shadowing and working under supervision, I was knowledgeable and confident enough to handle these tasks with little help.

While my teammates were always available if needed, I became a dependable member of the team and was able to reduce my team's workload by handling tickets and other routine tasks.

This independence not only improved my confidence but demonstrated my ability to adapt quickly to unfamiliar systems.

### **Objective 3: Cross-Team Collaboration Exposure**

My final goal was to gain exposure to cross-team collaboration. The MFT team frequently communicates with infrastructure, application, and security teams. Beyond that, it was common for teams in other departments, as well as external companies, to communicate about file transfer tickets and account management. Throughout the internship, I frequently had to work with others outside of my team to resolve issues and handle tickets.

This communication gave me a better understanding of how departments and teams work together and gave me real world experience with this type of communication. It showed me the importance of clear, direct communication and how to properly work together and collaborate to solve tickets, account issues, etc.

### **Application of Coursework**

Several courses I have completed contributed to my knowledge and success in the internship:

- **Intro to Computer Science I & II** gave me a foundation in logic, problem solving, and basic computing concepts, these general concepts are important to understand when working anywhere in IT.
- **Network Security and Info Security & Assurance** helped me understand the importance of encryption and secure protocols, a very important concept to know when working with SFTP and its Public Key Infrastructure.

- **Enterprise Programming** exposed me to enterprise software and large-scale system integrations, helping me better understand how the MFT systems work with other enterprise services.
- **Software Engineering I** trained me in applying Scrum and Agile methodologies in a team development setting, which was applicable to the internship as the MFT team uses Scrum for planning as well.

Drawing on my academic learning helped me adapt much more quickly to the new tools and best practices when working with the MFT team.

## Career Goals

### **Short-Term Goals (Next 1-2 Months)**

One of my short-term goals was to become more confident in initiating communication and joining collaborative conversations. I entered this internship with some hesitation when meeting new teams, but this experience has encouraged me to push past my comfort zone. I've grown much more comfortable with joining calls, asking follow-up questions, and giving status updates. This development has helped me contribute more fully and made me feel like a real part of the team.

### **Mid-Term Goals (Next 6–12 Months)**

In the mid-term, I want to work on building a strong personal brand and a portfolio to show off my technical abilities. This internship has shown me how essential it is to document your work, demonstrate outcomes, and share results clearly. I plan to continue building my GitHub, summarizing key projects, and seeking out opportunities (both personal and

professional) that allow me to develop demonstrable work in infrastructure, automation, and backend systems.

Additionally, exposure to the enterprise work environment gave me valuable insight into what skills are most in demand, such as automation scripting, secure file protocols, and scalable architecture knowledge.

### **Long-Term Goals (3–5 Years)**

In the long run, I aim to secure a full-time role at a company where I feel both valued and challenged. I hope to work in a technical position that blends problem-solving, infrastructure operations, and system administration. This internship solidified my interest in back-end operations and the kind of “behind-the-scenes” work that keeps businesses running securely and efficiently. Even though I may still explore other fields within computer science, this experience gave me clarity that infrastructure and enterprise services are meaningful, impactful areas I’d like to continue contributing to.

### **Reflection and Conclusion**

This rotation has helped me grow significantly both professionally and personally. I’ve learned to adapt to enterprise tools, gain autonomy when working on tasks, and build confidence in team communication. I’ve also had the chance to connect classroom knowledge to real-world applications, reinforcing the importance of both technical and soft skills in a professional setting.

Perhaps most importantly, this experience gave me momentum. I now have greater confidence in my ability to quickly learn new tools, integrate into teams, and take initiative in unfamiliar environments. These qualities will serve me well in future rotations and in my long-term career.

As I reflect on the past few weeks, I'm proud of the progress I've made and excited about what's ahead. I'm grateful for the support of my mentors and team, and I look forward to applying everything I've learned as I continue my journey toward becoming a well-rounded computer science professional.