

IFSC 4395: First Orion Internship

BY

Charlie Tran

SUPERVISED BY

Jonmark Wood and Natalie Shockey

First Orion

FACULTY MENTOR

Elizabeth Pierce

Department of Information Science

University of Arkansas at Little Rock

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Statement of Endorsement

By submitting this report, Charlie Tran acknowledges that this work is completely his own.

Report Summary

This internship report covers the full scope of the author's internship at First Orion, along with the skills and experiences that were learned and challenges that occurred. Due to the Covid-19 pandemic, the author worked from home for the entire duration of the internship on the Data Verification team.

The skills and experience that were learned by the author at the internship involve learning external and internal tools, along with team communication and other self-improvement skills related to the position. External tools that were used on the team were Microsoft Outlook for audits and reports along with companywide news, Microsoft Teams for team meetings and communication between team members about the data given to them, the web browser for researching the data, and RingCentral, an online phone application. The internal tool that was used, which was the most important and primary system used on the team, is the Line Number Tool. This tool was developed internally and is known as the LNT for those that use it.

The major challenge that approached the author was working from home due to the pandemic. The author was hired onto the company during the pandemic, so he was unable to physically meet his supervisor and team members. Other smaller challenges were the bugs and issues with the internal tool and a change to the team supervisor.

From the time and experience that the author had at the internship, he would like to propose some solutions to improve the workflow of the team. Firstly, could the customers of the telecommunication providers submit their reports of scam callers or what they would like for their caller id to be? This could reduce the amount of research time needed for the data

verification team and improve the workflow. Second, could this process possibly be automated to reduce the volume of incoming data?

Internship Time Frame

Work Log before internship course

October 2020 – First Orion onboarding and training of their systems and tools.

November 2020 – Training and familiarization of the LNT using practice data.

December 2020 – Verifying simple data lists and improving work efficiency to meet team standards along with receiving performance reports and fixing audits.

Work Log during internship course

Week Jan 18th – Worked on a list of scammer numbers, started team meetings.

Week Jan 25th – Worked on a list of personal phone numbers, team meeting canceled due to supervisor internet being down, received performance report from previous week.

Week Feb 1st – Worked on a normal list of numbers, received performance report from previous week.

Week Feb 8th – Worked on a list of scammer numbers, received performance report from previous week.

Week Feb 15th – Worked on a list of business numbers.

Week Feb 22nd – Worked on a list of normal numbers, database transfer causes sporadic downtime of the LNT, received performance report from previous week.

Week Mar 1st – Worked on a list of personal numbers, continued issues with the LNT.

Week Mar 8th – Worked on a list of business numbers, continued issues with the LNT.

Week Mar 15th – Worked on a list of web form numbers, transition period of a new team supervisor, received performance report from previous week.

Week Mar 22nd – Worked on a list of web form numbers.

Week Mar 29th – Worked on a list of normal numbers, received performance report from previous week.

Week April 5th – Verified the accuracy of numbers from March.

Week April 12th – Worked on a list of business numbers.

Week April 19th – Worked on a list of normal numbers, received performance report from previous week.

Week April 26th – Worked on a list of normal numbers, received performance report from previous week.

Introduction

First Orion is a telecommunications company based in North Little Rock Arkansas, with offices in Seattle, London, and Dubai. (First Orion) The company earned \$42 million in revenue during the 2020 fiscal year. Their competitors include other caller transparency providers, such as Hiya, Cequent, Lookout, Truecaller, Mid-Rivers Communications and Twinstare Technologies.(ZoomInfo) First Orion provides various products and solutions for mobile carriers, business and consumers with call protection suites and branded phone calls. The internship took place from October of 2020 and as of May 2021, is ongoing. The author was able to learn and gain experience from a professional work environment that was open to cooperation and communication. The internship took place on the Data Verification team, where the author learned the various external and internal tools used by the team to verify the data sent to them. This report will cover the experiences and skills learned from the internship along with how they relate to Information Science. Recommendations on how to improve the workflow of the team will be discussed in this report.

Data Verification

The internship started in October of 2020 on the Data Verification team. Data verification is defined as “a process in which different types of data are checked for accuracy and inconsistencies after data migration is done.” (Wikipedia) The task of the Data Verification team is to verify phone numbers that are given through the LNT(Line Number Tool). The numbers would be received from various customers contracted with First Orion. The numbers would then be submitted through various categorized lists and the team members would verify said numbers by utilizing external tools.

The primary external tools that are utilized by the Data Verification team are RingCentral and the web browser. RingCentral, which is an online based phone application, is used to call and verify the phone number. The web browser is used to research the number for any information not given in the call. The information taken from the Data Verification team would be sent back out to the customer and would be inserted into the user’s caller id when they send or receive a phone call.

The schedule of the Data Verification team would also encompass a rotating weekend shift for escalation numbers. An escalated number would be a number that required immediate change to its data entry. This request would come from a customer to the company and would be sent directly to the data verification team to the member in charge of escalation that day.

Conclusions

In conclusion, this report covered the experiences and skills learned from their internship at First Orion. The daily duties of the position were defined and described by the author with their time on the Data Verification team.

The author had commented in this report about some questions that were raised regarding the workflow of the members on the data verification team. Could the users of the service providers submit their reports of scam numbers to First Orion to be verified? This could also apply for those same users to submit their information to be verified and inserted into the caller ID.

Recommendations

A potential solution to the questions brought up by the author to improve the workflow of the Data Verification team, would be a more direct approach with the consumer and user. The reasoning behind this would be to cut down on the time used to research and verify a number that could potentially not be a scammer. When verifying a number, team members would sometimes push and force the caller for their information, which could lead to wasted time or misinformation or cause a bad interaction. Currently the solutions provided by First Orion to its customers are through a mobile phone application. The company could use this application to ask for the user to input a report of a scammer or submit a request for their caller ID.

References

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