

Internship Status Report

Current Job Duties

My roles and duties with Mr. Cooper changed as I took on more projects and learned more about the company. I am now able to perform quality checks on our process maps, track approval progress for these maps, perform Editor one and two duties for documents after they are initially reviewed, and publish documents.

What I have learned:

I have developed the following skills while working at Mr.Cooper:

Internal Communication

I never realized how important internal communication really is until I started tracking documents and approvals for process maps. I had to research our records to determine the right team and employee for a document and follow up with them even though I had no idea who they are. This was a bit nerve-racking and I definitely emailed the wrong people a few times. Many of the approvers took the time to point me in the right direction while others were very annoyed that I had wasted their time with a pointless email.

Sometimes I would encounter approvers that didn't reply at all which was more discouraging because I didn't want to waste my time either. I was able to consult with Tracy and she taught me a better way to determine who the Approvers for a document were.

Time Management

I was terrible at time management before this internship. I hit a point where I had a few projects going on with due dates that were very close together. I was tasked with finding half of my approvers, continuing my BAU (business as usual), Job Aids, and I even edited a proposal document for another team.

I met with Roxy and Richard to determine how I should split up my time by basically creating my own workflow. This was extremely helpful because I created a schedule for myself, set reminders on my computer and meet all of my deadlines without any stress.

Find a Way to Say Yes

This also touches on Time Management. I had the opportunity to ask one of our Executives how they manage to say yes to every project to gain as much experience as you can. She told me that even if you have a lot going on you can always offer a reasonable timeline based on what is currently on your plate. That allows the person asking for help to decline or proceed with your help. She also let us know that you should take on projects that are not within your department if the opportunity arises. This rang true for me when I was offered work that wasn't directly related with the process maps or procedures.

My VP approached me and asked if I would edit a proposal for another department. I had never done this before and I had no idea who the author of the document was. I agreed and I was able to learn more about what the organization

Work Products

Internship Presentation

The Mr.Cooper Internship program was a total of ten weeks long and requires that all interns present an overview of their internship, plus any projects assigned to them. I presented my PowerPoint to all of my team, the internship coordinator, and other interns.

To make the presentation, I followed the Mr.Cooper style book to make sure I was adhering to the company's brand. I was also able to include statistics within my presentation which meant running reports and looking at back-end reports for our SharePoint site. I organized this presentation by giving a brief overview of the Change Governance Office, providing insight into the daily life of a tech writing intern, sharing my experiences with Archer and process maps, and giving my final thoughts/answering questions.

I prepared for this presentation by rehearsing with my coworkers and fellow interns. I also made sure that my mentor was able to review my presentation before it was given. This review and rehearsal process really helped me figure out what I wanted to say in front of the audience.

Overall, my presentation went very well and my mentors, coworkers, and VP were very proud of what I created and learned over the course of the internship. My presentation is attached to this report for reference.

White Board Map

Tracy Eldridge often had me create Tier 1 or Tier 2 maps based off meetings that she held with different teams. Since we have worked closely together she would have me translate her maps from the white board to PowerPoint or VISIO depending on the map needed.

Sometimes her scribbles were hard to read or her pictures were not clear, so I had to do my best to deliver a product that was logical. I would look up the prior procedures to see if I could piece the map together or set up a meeting time to go over what I couldn't decipher. I have attached a before and after picture of one of the Tier 1 maps that I completed.