TRAVELPORT

INTERN DEVELOPMENT PORTFOLIO

PORTFOLIO GUIDELINES/TIMELINES

- o **Your first Portfolio submission window is the week commencing the Monday 26th April 2021. The deadline is Friday 30th April 2021.**
- o **Your final Portfolio submission window is the week commencing Monday 12th July 2021. Your deadline is Friday 16th July 2021.**
- o **If you are struggling with your Portfolio, use your support network. Your managers, mentors & the panel will be able to provide guidance.**

GENERAL INFORMATION

NAME	
ROLE	Software Development Intern
DEPARTMENT	Technology

MANAGER NAME	Alejandro Castillo
MANAGER ROLE	Team Lead Software Development Engineer

MENTOR NAME	Dylan Kilbride
MENTOR ROLE	Software Development Engineer
MENTOR NAME	Raymond Mcculloch
MENTOR ROLE	Product Owner
MENTOR NAME	Magesh Nandikkara
MENTOR ROLE	Scrum Master

MENTOR NAME	Ankita Ankita
MENTOR ROLE	Associate Software Developer

MENTOR NAME	Michalis Isaak
MENTOR ROLE	Inside Sales Team Manager

UNIVERSITY	National College of Ireland
DEGREE TITLE	Bachelor of Science (Honours) in Computing
UNIVERSITY CONTACT	frances.sheridan@ncirl.ie

USEFUL CONTACTS

Intern Programme Panel

- Luke Ebsworth – luke.ebsworth@travelport.com
- Kellie Byrne – kellie.byrne@travelport.com
- Aideen O'Connor – aideen.oconnor@travelport.com

ROLE AND RESPONSIBILITIES

Within your first 2 weeks at Travelport find out what is expected of you and what your responsibilities are with your manager and team. Write these down below and make sure to ask any questions you have to help you fully understand what your role entails. We also want you to find out the 'why'. Why does your role exist and why is your position in the organisation? Why will you be doing the things you'll be doing, what difference does it make to the business? This will help you understand your role.

Well, two weeks have flown in already and I am now into my third week here at Travelport. My time here has been such an experience so far and I am looking forward to the months ahead!

I have just recently had a talk with my manager Alejandro, to go over what is expected of me, what my role in my team is, what this role helps me bring to the company, and what responsibilities I will have during my time here.

After my meeting with Alejandro I now know that my role will be a 'front-end software development intern' as opposed to just 'software development intern'. It was good to establish what end of development in which I was going to be exclusively working in, and after finding out that I will be apart of the TES front-end UI team, I am delighted. Already I feel like I have joined a great team and I love the dynamic and the vibes of my colleagues I have met (virtually!) in the TES team. Everyone has been very warm and welcoming towards me. It's been overwhelming!

I now recognise that my role within the team as well as the organisation is important, as although right now I am just getting to grips with everything and learning to use all the new and wonderful technologies that are required, I know that in a short amount of time once I have gotten to a better understanding of what is going on and how to use these technologies, I will be much more capable of helping and supporting the team in development, especially in the months ahead. This will benefit the team in my opinion as I will be able to support the team by taking particular tasks on myself to help relieve the pressure and workload of the team. This in turn is helping the company by training me to use these new technologies and teaching me the methodologies and frameworks that are used here in Travelport I will become an asset to the team so that they can lean on me as much as I will be able to lean on them. I know that I am yet still just an intern and I have a lot of learning to do, but I am up for the challenge and I want to learn and develop myself as much as I possibly can. Not only to benefit myself but to also benefit my team and Travelport.

As well as this, my role within the company will help Travelport to gain fresh new eyes and opinions from myself through things which I have learned at college and by helping them to spread the word on their internship programs through my own personal platform as well as the 'Life' section on the Travelport LinkedIn, as I am now a part of the 'Intern Social Team' to help with the creation of content for this section!

My role here isn't just all about work though! There are a lot of fun opportunities and different ways in which I am challenged to make a difference and do some charitable work that isn't necessarily part of the job description. I love that during my internship I am able to get involved in so much more than just my job description and what I am expected to do. In the coming weeks and months myself and the other Dublin Interns, will get a great chance to work closely together and come up with some exciting ways we can fundraise and raise awareness for our chosen charity. This in turn reflects great on ourselves but also it reflects nicely on Travelport as we are representing Travelport in doing this work. All while having fun, learning and raising money for charity!

PERSONAL DEVELOPMENT LOG
JAN - APRIL

PERSONAL DEVELOPMENT PLAN

LONG/SHORT TERM	SET BY...	GOAL(S)	HOW TO ACHIEVE THIS / KEY DELIVERABLES	PROGRESS (%)	WHAT I STILL NEED TO DO
Long Term	**Panel**	1. Demonstrate each of Travelport's drivers/values throughout your time with us. 2. Lead a project/case study within your team **OR** identify and propose a process improvement opportunity	1. In order for me to demonstrate Travelport's values I must: • Put people first • Keep things simple • Stay one step ahead • Be bold to win 2. To achieve this, I will brainstorm and think of some processes which in my opinion need improvement or could be done in a better way. I could also try to think of a project/case study which I could propose and lead for a future innovation event.	40%	1. So far, I feel I have been able to demonstrate Travelport's values during my time here and that I have the ability to continue to demonstrate these Travelport values. I have demonstrated these values by getting involved with the people deal, putting people first, being bold and keeping things simple. 2. As of yet, I have not been able to lead a project/case study within my team or propose a process improvement opportunity. Over the next three

					months I will try to aim to achieve this goal.
	Manager	A long term goal as set by my manager is to ensure that I complete any and all tasks/stories assigned to me. This is important as it gives me responsibilities and to become a pro-active member of the team.	The way in which I plan to achieve this goal is by: • Ensuring that I don't take on a task that is out of my depth or unrealistic for me to achieve. • I will make sure that I assign adequate time towards completing the task. • I will ask for help and guidance from the team when necessary. • I will make myself clear on what exactly is required to be done and when it needs to be done by.	80%	To date, I feel I have successfully reached this goal as I am continuing to complete all and any tasks I am given and I am communicating effectively to ensure I am completing my work efficiently and to the standard that is required of me. I have also been making sure that any task which I do are challenging yet achievable and realistic. I recognize that I am responsible for completion of my own work but that help and resources are always available. I also realize that it is ultimately down to me to make sure that I am carrying out my responsibilities so that I do not let the team down and so that they can gain trust in me to complete my work.
	Intern	A long term goal of mine is to become familiar with and learn a new technology. I want to learn about the technologies used here in Travelport. I think that by learning a new technology it will benefit me going into	To achieve this goal I will: • Be inquisitive by asking questions about the technologies. • Find out what technologies are used and what are best to learn	40%	Already in my first three months here in Travelport I have become familiar with the main programming language which is being used by my team, React. This was a language I had never

		my final college year and will allow me to use this new technology in my final year project	• I will research the technologies and use percipio courses to gain a better grasp and understanding of them.		used before and presently I am progressing well and learning a lot of the basic principles of the language. By doing this it has also helped me in understanding the code and project which my team are working on even more. I do need to continue to learn and advance my understanding in React so that I am more aware and informed on React.
Short Term	**Panel**	Learn about 3 Travelport products & prepare a short 3-pager explaining each product and how it benefits customers.	In order for me to learn about three Travelport products I will talk to my fellow interns to hear about the projects and products in which they are all working in so that we can learn from one another and I can learn more about the business and the many different products available. Another way in which I plan to learn about three Travelport products is to speak to all five of my mentors to find out what teams and products or projects that they are currently working in. If after talking to all these people and there isn't enough information or I am still not fully aware of the benefits then I plan to reach out and ask other people within the company to gain the knowledge that I need. I also recognize that the Travelport website is also a great source of knowledge for me.	100%	After many conversations and research on Travelport products and from completing this three pager I now feel confident that if someone were to ask me about one of the Travelport products and what they can do for a customer that I would be capable of easily explaining to them the importance and benefits of that product.
	Manager	My short term goal as set by my manager is to stay engaged as much as possible and ensure to stay well connected with the	In order to achieve this goal some key deliverable include: • Showing up to work • Attending meetings	100%	I feel I have been completing this goal to the best of my ability. I have been present at work everyday. I show up

		team. My manager wants me to actively participate in communicating with my team effectively, this is especially important as we work from home and for a smooth integration into the team.	• Asking questions • Reach out to the team and don't be afraid to ask for help		to all meetings which I am required at. I ask (probably too many!) questions, and I reach out to the team in our Ms Teams chat whenever I am stuck or need assistance. On top of all of this, I actively engage in our team weekly 'hangout session'. This has allowed me to get to know my teammates outside of the busy work day, as well as them getting to know me, and it has allowed me to form great connections with my team. I really do feel fully integrated and part of the team!
	Intern	A short term goal of my own is to really expand and develop my own personal network during my time here in Travelport. I want to grow my network particularly on LinkedIn to create new connections with my new co-workers.	I really want to get as much out of this experience and utilize it as much as possible so how I plan to achieve this goal is to reach out and connect on LinkedIn with everyone I meet during my time here. If I make one connection with one new person each week then by the end of my time here I will have really grown and expanded my network.	100%	At the beginning of my internship I had 118 connections. After just a couple of weeks here at Travelport I have managed to grow my network to 190 connections already. I think that this has more than exceeded my expectations for this goal. I never had imagined I would meet and be introduced to so many people. It has been amazing and everyone has been so kind.

WORK LOG

DATE	TITLE	DESCRIPTION	REFLECTIONS
17/02/2021	CP-16298 Change the name of the action name.	This was the first ever story/task that was assigned to me and the first ever deployment I ever got to make. It was a simple task to most people but for me it was my first time ever committing code, making pull requests, getting approval and deploying to the QA environment! The task was straight-forward, I had to simply change the name of the label 'Action Name' to 'Task Description'. It involved me to scan through the code to find the correct label and ensure I was changing the correct label.	Reflecting on this piece of work it was a great first task to receive as it enabled me to become somewhat more familiar and knowledgeable about the code that I will be working with over the coming months. It also enabled me to experience how many things are done such as commits, merges, push, pulls, pull requests creation, etc. This task will really stand by me in future tasks and I am glad that this was my first task. This has been a milestone for me in my opinion!
23/02/2021	CP-16621 Change the error message for task description	In this bugfix I had to change the name of the error message for 'action name' to 'task description'. This was so that the error messaged matched the label which I had changed as 'action name' is no longer being used. This bugfix involved me searching through the code and ensuring that I changed the correct error message.	This was my first ever bug-fix. It allowed me to practice using my git commands and I already am beginning to become more comfortable with using the terminal to make commits, push changes, and pull changes, aswell as checking out and creating new branches. The terminal is something which I never would have used before now so I am determined to become better in using it and to learn more git commands.
03/03/2021	CP-16630 Resizing of the ALL/ANY dropdown	This was my second bugfix and it involved me to resize the dropdown menu for 'Any/All' in the triggers page of the project. It was straightforward and manageable as it was a css change that had to be made.	Reflecting on completing this task I realise that as with each bug-fix I complete I am becoming more confident within myself, the team, and the code. I am loving completing the bug-fixes and I am happy to be trusted to complete them.
08/03/2021	CP-16699 Operator box dropdown to be resized to fit content	This was another bugfix in which I was tasked to resize the dropdown menu box for the 'Operator' field so that the hidden content can be fitted to be seen.	After previously working on a bugfix where I had to resize a dropdown menu I recognised that this bugfix isn't too dissimilar. I knew exactly what had to be done this time. This time it was just a case of navigating to the css of the 'Operator' field dropdown menu and use css styling to allow for the content to fit the box.

12/03/2021	CP-16837 Changing the 'From', 'To', and 'Subject' titles to red on error	This bugfix required me to change the color of the titles to red once the error message is displayed. If a user does not enter text into the mandatory fields 'From', 'To', and 'Subject' but proceeds to press 'Confirm' then an error is shown. The text of the titles should then be shown in red to highlight that they are mandatory and must be filled in.	Again, this was a straightforward enough fix. What I needed to do was find the correct error name in the css which was '.chipInputWrapper .error' and insert the correct custom error colour that they are using for the project which was 'color: var(--errorColor90);' and this fixed the bug successfully!
16/03/2021	CP-16841 Summary page – alignment issue in the setup and triggers page	In this bugfix I was tasked with fixing the alignment issue in the summary page that was happening on the 'Setup' and 'Triggers' section. If long/lengthy text was inserted in the fields then in the summary page they were all out of alignment and the content is not wrapped within the container.	In order to fix this bug I used 'word-break : break-all;' in both the setup and triggers section of the css in the summary page. This fixed the text alignment bug perfectly. I'm really liking working on these bugfixes and it's really allowing me to get involved in different areas and sections of the project user interface.
23/03/2021	CP-16935 Updating the tooltip text in triggers	In the triggers page when a user is unsure of what is needed in a particular field in order to complete the rule creation, there is a tooltip beside the field title which is a little 'i' symbol for information. When the user hovers over this icon a piece of text is displayed to make it clear to the user what must be done in order to proceed.	This was a feature which was partially implemented. They previously just had 'TBC' displayed when hovered over the icon as the product owner was awaiting confirmation from the copy writer. Once the copy writer confirmed the text changes for these trigger tooltips, one of the product owners on my team, Lynsey, approached me and asked if I could take on the text changes in the tooltip. I was delighted that she thought of me to complete this task and that I get the opportunity to get to figure out the tooltip code better. This was my first time being exposed to the tooltip. I realised that there was a ruleflow for both the English and Spanish language! I included the text changes in both ruleflows and successfully completed the task.
30/03/2021	CP-16988 Text updates	This task involved me navigating through the code and making the correct text changes on the right pieces of text. I made text changes in the actions sidebar where I changed the descriptive sentences next to the actions titles. I also changed the description underneath the	There was a good few text changes to be made in this feature but all important ones. The text change in the send email form of the action sidebar was probably the trickiest one for me as the action sidebar is quite a confusing and complex piece of code. I got Sean from my team to explain to me the logic better of

		send email header in the send email form. Another text change which I had to make was the navigation bar. I had to change 'Error handler' to 'Failure handler' in the rule step navigation bar. The last and final text change which I made was in the overview page. I had to change 'SID/PCC' in the column header to just 'PCC' this because the word 'SID' is not related to Galileo and is going to be discontinued so it was important to remove it from the project.	what is going on in the action sidebar so that I can greater understand what's going on. Once he explained the flow of it all to me it made a lot more sense and I successfully got the text changes made.
28/04/2021	CP- 16983 Wrong error message is displayed for the queue number in move to queue action	This was a bug-fix which I was assigned during PI planning. In this bug the wrong error message was getting displayed when empty space was provided instead of a number between 0-99 in the queue number input of the move to queue action page.	This bug has been the hardest one I have had to deal with to date in my opinion. This one has really challenged me the most. Although, in the end it was a straightforward fix, I did have to reach out to my team for help. Through trying to fix this bug I got to see the Regex code in the project and learned a lot about YUP and validations. YUP is a javascript schema builder for parsing and validation. This was something which I was not familiar with before starting this bug. Regex was also something which I was never familiar with before starting this bug. This bug has definitely been the most troublesome one out of them all but looking back it has really provided me with a whole new source of knowledge.

SKILLS LOG

DATE	SKILL	ACTIVITY	REFLECTIONS
26/01/2021	• Code of Business Conduct and Ethics • Anti-bribery and Corruption Training • Data Protection Training	These were three courses which I completed on my second day of working here at Travelport. I completed these courses on Percipio. These three courses are mandatory for all employees to complete upon commencement of their employment.	As I have never experienced or worked in such a huge global company I was never aware that training such as these were done. These courses really opened my eyes and made me realise very quickly just how important it is that all employees complete this training. As I was going through and learning about data protection and corruption etc, it made me almost scared that I would mess up or breech contract or something silly. I would never do that intentionally but this was just something which I had never been told about in college or exposed to in real-life so these courses made it very real to me how important they are and how serious they can be.
03/03/2021	PowerPoint -Brand Design	This was a PowerPoint training session for the re-brand of Travelport. It was a one hour long training session from the design team on how to use Microsoft PowerPoint and how to use our new brand identity effectively when creating and using PowerPoints. This went over the very basics of creating a PowerPoint presentation and it definitely gave me some very useful and helpful tips which I would not have know before.	I had been familiar with Microsoft PowerPoint from college but this training was especially important for my time here at Travelport. This training will be invaluable to me when I need to make PowerPoint presentations for situations such as my internpreneurship project, or perhaps for some CSR related presentations if the situation arises. I feel that I could now easily and efficiently create a PowerPoint presentation which will use the re-brand correctly and portray Travelport in the best possible way.
07/04/2021	Homeport Training with Christine Lacardo	This was a one hour training session on how to create and design pages on homeport. Christine demonstrated the many different feature included in the making of a page on homeport. It was really cool to see how simply yet responsive it can be.	The homeport training will be invaluable for me as I am a part of the intern social team. As part of the intern social team we will be creating an emerging talent page on homeport and will be designing and populating the content for this new page so this training will be a huge help when we begin that.

07/04/2021	Suas Reading Buddy Volunteer Training	This was a one hour training session held by Suas Ireland. In this session I learned about my role as a mentor, general conduct, what is required of me, safeguarding of the children, the methodologies involved, and how I should expect the program to run. Suas Ireland done a live demo of how the technology is used and what is expected to happen. It was a very informative session and I'm looking forward to the commencement of the reading!	In advance of this session I had to undergo garda vetting. I am now fully garda vetted and I am looking forward to beginning the paired reading program. I now know the methodologies involved in being a mentor and how to promote a positive learning experience for the student. I now know that I must use the 'Pause, Prompt, and Praise' approach when helping the student and I know what is required of me each week. I'm glad now that I have put myself forward and volunteered to be a paired reading mentor.
28/01/2021 28/01/2021 29/01/2021 08/02/2021 09/02/2021 09/03/2021 18/03/2021 19/03/2021 31/03/2021	-Building apps using react: introducting React for web applications -Web development concepts -Agile methodologies -Using Git for DevOps: using Git effectively -Reactive programming using Redux -HTML5 with JavaScript & CSS3: advanced CSS -Testing approaches -Techniques & tools -Power BI: Getting started with data analytics	These have been all of the Percipio courses which I have completed to date. I am also currently undertaking a Power BI course on Udemy.	Looking back at all the courses which I have completed within the first three months I am happy with how many I have been able to complete. I want to utilize Percipio while I am on my internship here at Travelport as it has an endless supply of materials, courses and knowledge which I would like to make the most of so that by using this tool it will benefit it hugely when I return to college to complete my final year and undertake my final year project.

REFLECTIVE STATEMENT

Write a short statement, no longer than 500 words, reflecting on the last three months. Try to include where you feel you have improved, where you still need to focus your development, how you went about achieving your short-term goals etc.

On reflection of my first three months here in Travelport already I can see just how much I have achieved and managed to do within this short space of time. Coming into this internship I wanted to get the absolute most that I could get out of it. I wanted to put myself forward for anything and everything in order to make my virtual intern experience the best that it could be and so far, I feel I have definitely done that. From the beginning I instantly got involved. I got involved with the sports and social team, where I helped them to come up with ideas and ways of getting employee's engaged in events such as St. Patrick's Day. I also put myself forward as becoming a member of the interns LinkedIn social team which involves me to work closely with four of the UK interns. Another thing which I got involved in within the first three months was the Suas Reading Buddy Volunteer Program where I volunteered to become a reading buddy with a child in Cork. This requires one hour out of my time per week for eight weeks but, it is the most rewarding and well-spent hour! On top of all this I have been working closely with the other Dublin interns on both our Internpreneurship project, and our CSR initiatives where we are currently fundraising for charity and coming up with ways to raise these important funds.

I was initially excited but also worried and anxious around meeting everyone virtually and how the onboarding process was going to be. The worry and anxiety was short-lived though! Everyone was amazing and so welcoming, making me instantly feel a part of the team. My team has been super supportive and helpful and they have given me significant pieces of work to complete. Some of the work can be challenging at times but thankfully everyone is more than happy to help out and give me any guidance whenever needed.

I feel that I have really been able to achieve my short-term goals as I have been actively engaging, communicating and connecting with my teammates. I have also been broadening my personal network by connecting with everyone I meet on LinkedIn. I feel that by doing this it could someday benefit me in the future.

Before starting this internship, I was never familiar with Git commands or creating pull requests but after 3 short months I am now somewhat familiar with using Git commands and working through the terminal. This is something which I am happy to be able to do now and I feel more and more confident from using the command line every day. One area in which I would like to continue my focus more on is learning React. This is the programming language which my team uses but it is a language I have never used before so I would like to continue developing my knowledge in React.

Overall, it has been a busy three months and I'm looking forward to the next three!

SECTION COMPLETION

Date: 30/04/2021

Intern Signature: _____

Manager Signature: _____

Panel Signatures: _____

PERSONAL DEVELOPMENT LOG
APRIL - JULY

PERSONAL DEVELOPMENT PLAN

LONG/SHORT TERM	SET BY...	GOAL	HOW TO ACHIEVE THIS / KEY DELIVERABLES	PROGRESS (%)	WHAT I STILL NEED TO DO
Long Term	Panel	1.Demonstrate each of Travelport's drivers/values throughout your time with us. 2. Lead a project/case study within your team **OR** identify and propose a process improvement opportunity			
	Manager				
	Intern				
Short Term	Panel	Develop your Travelport network.			
	Manager				

	Intern				

WORK LOG

DATE	TITLE	DESCRIPTION	REFLECTIONS

SKILLS LOG

DATE	SKILL	ACTIVITY	REFLECTIONS

REFLECTIVE STATEMENT

Write a short statement, no longer than 500 words, reflecting on the last three months. Try to include where you feel you have improved, where you still need to focus your development, how you went about achieving your short-term goals etc.

SECTION COMPLETION

Date: _____

Intern Signature: _____

Manager Signature: _____

Panel Signatures: _____

DEVELOPMENT SESSIONS AND OTHER ACTIVITIES

DEVELOPMENT & BRUNCH AND LEARN SESSION LOG

DATE	SESSION	WHAT DID YOU LEARN?	REFLECTIONS
10/02/21	Goal Setting Session with 'Amardeep D'Amaro.'	Today we had a goal setting talent development meeting with Amardeep D'Amaro. She talked about the importance of goal setting. I learned today that here at Travelport they like to call their goals 'priorities'. Amardeep explained how it is key to set 'SMART' goals. SMART stands for 'Specific, Measurable, Achievable, Realistic, Timely'. This was a technique which I had never heard of before nor used before. Another thing which I learned in this session was the 'GROW' model which is a model of coaching used to help set goals. GROW stands for 'Goal, Reality, Options, Will'. This was another technique which I had again never heard of before nor used before. To add to all of this lastly, I learned about the 'Skill/Will Matrix'. Which is great to assess the skills of an individual as well as their willingness and how to determine what action will be the best option to take based on the individual.	Reflecting on the goal setting session from today I can honestly say that I did find it to be helpful as I now have learned of so many different goal setting methodologies which I believe I will definitely be able to use or incorporate into my goal setting in the future. A nice touch that I feel Travelport has made on goal setting is instead of calling them 'goals', they call them 'priorities.' I think this is a nice touch as your goals should most definitely be part of your priorities so why not just call them priorities, I love it! In conclusion I am glad that I attended this session as it taught me new methodologies around goal setting which I had never come across before. These new methodologies will benefit me hugely in my time with Travelport and beyond as well helping me in my own personal goal setting where I now will be able to use these methodologies and determine wither the goals I am setting are in-fact actually smart, and realistic for me to be able to reach and achieve.
10/02/21	Lunch and Learn Session with 'Jason Clarke.'	Today I had the pleasure of getting to meet Jason Clarke. Jason is the chief commercial officer at Travelport and has over 15 years of experience working here. Jason's job is to build and maintain relationships between Travelport and all the customers who provide content for Travelport's platform. These customers include air partners, car partners, hotel partners and all other travel partners who Travelport offers solutions to. The session with Jason today was a 'Lunch & Learn' session. This was something which was completely new to me. I had never experienced anything like it before but it's for sure a great way for interns like myself to get to meet some of the senior leadership team. This was a great opportunity for us as interns (especially us software development interns) to get a better insight into the business side of things here in Travelport as	Looking back on this 'Lunch & Learn' session with Jason Clarke today I almost wish we could've had more time with him! With both the UK and Dublin interns in the meeting there was almost too many people to get asking all the questions within the time frame that you would've liked to ask as you almost wanted to make sure everyone got one question at-least asked but there were definitely more questions I myself personally would've had for Jason had the group size of the session been smaller. Other than that, I thoroughly enjoyed the session and I think that it is a great idea on Travelport's behalf as it really makes you feel like you're part of the company even more as Jason made it very clear that our ideas and thoughts as interns are important and are very welcome. As well as that, it reminds you that you are in-fact working for and with other people and you aren't just sitting at home behind your computer being forgotten or not cared about, nice touch and very insightful!

		business is not usually where our studies are at! It was really insightful and interesting to listen to what Jason had to say and it was great to be able to get the chance to ask him some questions also. He also provided us interns with some solid advice for our time here at Travelport and also for the future. One thing which really stood out that I won't forget was his advice to "Pick the hardest choice. The most difficult decision is often the right one!"	
18/03/21	Decision making and strategic thinking session with 'Amardeep D'Amaro'.	In this session I learned about some of the strange things to consider when making decisions. Some of these include, not emptying your bladder, eating before making decisions and opening windows! These seemed weird and unusual factors for me to consider when making a decision at first but after this session I can see these can definitely impact and improve decision making. Amar discussed the many forms of psychological susceptibility that can play a role in the way that we make decisions. Some of these factors are: 'gamblers fallacy', 'confirmation bias', and 'overconfidence bias'. I had never heard of nor thought of these factors before when making previous decisions, but we definitely do subconsciously fall for these forms of psychological bias when making decisions. It is now something I am more aware of and will be more conscious of in my future decision-making.	There was a lot of psychology involved in this session in my opinion, but I really enjoyed it. Listening to how psychological factors play a role in how we make decisions was something I found so interesting and it makes me wonder and question how many more things are impacted due to psychological factors such as the ones discussed today. During the session we were broken into break-out rooms and I had been put into a room with some of the UK interns. It was great to get discussions going in the breakout room with other interns which I hadn't really worked with closely before and to hear their thoughts and perspectives. Over-all it was a fun and interesting session and I now will be eating before every decision I make!
24/03/21	Brunch & Learn with Simon Gros	Today's brunch and learn session was informal but informative! The session today was with Simon Gros, who is the Chief Development Officer at Travelport. I thoroughly enjoyed this session as although Simon is a successful member of the senior leadership team, he was really cool and easy to talk to. I felt I could openly ask Simon any question and he was more than happy to answer it. I asked Simon if he could provide us with some advice which perhaps he wished he knew at the beginning of	Reflecting on this session, I definitely have a lot of advice and lessons to take away from it. Some of those being.. 1. I absolutely do not have everything figured out and that is okay! 2. I must continue to have an open-mind and experiment and experience as much as possible.

| | | his career or during his internship time in the US House of Representatives. He was great at offering up advice and spoke about some life lessons of his own. One piece of advice which stood out for me was that he said he wished he would have volunteered more and done more than what was just in his job description. This stood out to me as I want to make sure I follow this advice by putting myself forward for things I wouldn't necessarily have been able to do or thought about doing, and to volunteer myself as much as I can to help me get into "The thick of it", as Simon called it! Another piece of advice which really resonates with me is to stay open minded and continue to experiment and try new experiences. I think that this was such a powerful message to take away from the session today as Simon talked about how he finished college and still didn't know fully what he wanted to do. He mentioned that it's absolutely more than okay to not have everything figured out. This was inspiring and reassuring to hear, especially as a 20 year old, who most definitely does not have everything figured out! Simon also talked about his work journey and how he came to be in the position that he has today. | 3. To do more than just my job description and get right into the thick of it!

Simon was really inspiring and helped me to realise yet again how great of an opportunity this internship is for me and that I should absolutely get as much from it and put as much into it as I possibly can! It was also interesting to hear previous positions which Simon has held and to hear about his successful career, including his political one.
Lastly there was one more thing that Simon said today that really stuck in my head and it was "There is no replacement for experience". I completely agree with this statement. During my time in college there was a lot of theory and learning but not a lot of seeing and doing. Since I have started my internship at Travelport there has been so many things that I learned about at college or heard about that I have since seen and even got some hands-on experience with. It's been great to get that real-life experience and put the theories into practice! |

CSR REFLECTIONS

DATE	CHALLENGE/SUCCESS	REFLECTIONS
02/03/2021	CSR Kick-off	This was our first kick-off meeting with Luke to get things going. Previously us interns had a short meeting together to discuss and start thinking about different charities and who we might like to select so going into this meeting we had been brainstorming and thinking about certain charities and how we could impact them.
04/03/2021 - present	Weekly CSR meeting on MS Teams	We decided that we needed to set a certain amount of time away each week to talk, discuss and work on all things CSR. So, every Thursday we now have a one hour call where we work on our CSR initiatives, discuss any problems, and assign tasks for each person to complete by the following Thursday. In-between each Thursday we stay up to date with one another and keep in touch through our Whatsapp group chat which we regularly use.
16/03/2021	Contacted chosen charities	Today we emailed our two chosen charities to gain approval that we will be able to fundraise for these charities. We asked them also to provide more information on the charity so that we can use that information to help promote and raise awareness. Sean emailed 'Crosscare' and I emailed 'Inishowen Food Bank'. Both charities have replied and are delighted that we have chosen them.
22/03/2021	Decision on when to launch made	We had initially planned to launch our first initiative on the week March 29th but with Easter around the corner and a lot of employees taking holidays we decided it was best to wait until the week of April 12th when most employees should be back from Easter breaks.
08/04/2021	Call with Kellie & Luke	After several meeting with all the interns we wanted to make sure that before we launched our first initiative that it will be acceptable and that everything is in order. We held this call to run through some of our ideas with Luke & Kellie to get their feedback. Thankfully it was all positive and they gave us some great suggestions on how to spread the word and who we should get in contact with. This meeting definitely gave us confidence for launching our first initiative after hearing the positive feedback and approval towards our idea.
08/04/2021	Call with Alison Kerr	Following on from our call with Kellie and Luke I decided to strike while the iron was hot! One of the suggestions from Kellie and Luke's call was to reach out and get in contact with Alison. I messaged Alison and luckily she was available for a call. I explained to her our ideas and asked her if we could by any chance promote our CSR initiative during the townhall at the end of the month and announce our winner in the call. Thankfully Alison was fully on-board and loved our idea. She is now going to add us into the townhall agenda!
09/04/2021	Call with Site Ops Team – Nicola, Hollie, & Sarah	Another suggestion from Luke and Kellie was to reach out to the site ops team to help spread the word in the Dublin office. I had a call with Nicola, Hollie, and Sarah

		and they are all more than happy to help us out in any way. I discussed with them about potentially getting a teaser of the CSR initiative included in the weekly newsletter on Monday as we plan to actually launch it on the Tuesday. I also asked if they could then include our CSR initiative poster into the newsletter the following week or even just more detail of what we're doing. They were very supportive and agreed that it would be a great idea. They are going to stay in contact with us now on how they can help and what they can put in the newsletter for us.
13/04/2021	1st CSR initiative launched – Guess the number of sweets in the jar!	Today was the day which we officially launched our first CSR initiative. We created a post explaining the initiative, the charities we chose, why we chose them, and we created and included a poster. We made the launch on Cumberland Chats and also posted into 'Stay Connected' on Yammer.
13/04/2021 – 28/04/2021	Continuously creating posts to help drive donations	From the day we launched the initiative to the day before we announced the winner we continuously posted into Cumberland chats and Yammer images and videos of the jar so that people could get a better idea of the size of the jar for guessing. We took it in turns to post and we posted frequently. We also had the initiative in the weekly newsletter within this time too.
29/04/2021	Announcement of winner	This was the day in which we announced the winner of our jar. We done so in the Dublin Sesh/Town-hall which happens once a month.

INTERNPRENUERSHIP

DATE	PROJECT #	CHALLENGE/SUCCESS	REFLECTIONS
25/03/2021	1	Project #1 launch – GSD Key Performance Indicator Dashboard	Today we received our first ever internpreneurship project. It was both exciting and nerve-wrecking as we didn't know what was going to be thrown at us! Thankfully, it wasn't too scary at all. It is going to involve us making a KPI dashboard. To do this we will use 'Microsoft Power BI'. This is something which none of us interns had heard of or worked with before so it's definitely going to be a learning curve! I am looking forward to getting going with it now and learning more about KPI's, Power Bi, etc.
25/03/2021	1	Microsoft Teams Channel Creation	Following the launch of the first project, a Microsoft Teams channel was created with all us interns as well as Shilpa, Neil, Nigel, Luke and Eamonn. This is going to be a great communication channel and an easy way to ask any questions as they arise.
30/03/2021	1	Creation of Kanban board	This was the day which Eamonn Corrigan created a Kanban for our project on MTT Jira so that we could manage our workload and help to assign tasks. We all got logged in and created a ticket each so that we all knew how to create and assign tickets.
30/03/2021	1	Internpreneurship KPI dashboard Q&A	This was a question and answer session with Neil and Shilpa. They let us ask any questions we had and they answered them all. They went through the requirements and how the KPI's work. It was a great and informative session and cleared up all questions or concerns which we had.
31/03/2021	1	Establishing that Power Bi is not available on Mac OS	After a discussion we realised this was definitely a concern! This was the day myself and the other interns realised that we could face difficulties with Mac/Windows. Since all of us are currently using Mac OS, and Power Bi requires Windows we thought this could be a problem. Which it was! We popped a message into the channel to ask for certain if there is any way for Power Bi to be installed on Mac but unfortunately it cannot.
1/04/2021	1	Submitted a Service Now (SNOW) ticket requesting for a virtual machine	The solution to our problem was a virtual machine! Unfortunately, with Easter approaching we were unsure of how long it would take for our request to become

			approved as many people take holidays around this time.
6/04/2021	1	Request for virtual machine approved & set up	This was the day which the request for a virtual machine was approved. I wanted to get going with it as soon it was approved so this was also the day which I got my virtual machine all set up.
6/04/2021	1	Purchased udemy course on Power Bi	After getting our virtual machines set up we were eager to get going with Power Bi but just didn't know where to start or how to use it. We figured that the best approach to this would be to find a suitable course that could give us the basics and help us with this project. We found a course on Udemy which was reduced from over one hundred euro down to twelve euro. We all bought the course and decided to give it a go.
13/04/2021	1	Getting Power Bi software working on our virtual machines	After facing difficulties getting Power Bi Desktop installed onto our virtual machines from the Microsoft store we finally got a solution and got Power Bi Desktop downloaded so that now we will be able to publish and collaborate.

SECTION COMPLETION

Date: _____

Intern Signature: _____

Manager Signature: _____

Panel Signatures: _____