Intro

Here at Travelers, I am an IT intern working in Personal Insurance. A majority of the work that I do is based on Agile teams, so the deliverables for my objectives work in a series of iterations. My manager meets with me regularly to discuss my progress after seeing the work I produce each couple of weeks. We do this mainly because many of the projects that I am involved with are ones that she is not involved with at all. However, she will still evaluate me based on the feedback from other managers that I am working with and by requesting some of the things that I have created. For this presentation, will explain a few of the projects that I am working on and the different roles I am taking in each.

Project Management

In one of the Agile teams that I am working on, I am assigned under the project manager. This team is working on new software to interact with our databases for more efficient storing and accessing of customer data. In this role, I am responsible for setting up many of the meetings that the team has and preparing plans in excel for the objectives going forward. For this project, I am evaluated on my capability to guide the team and in my involvement with the process. In order to be successful, I must be willing to ask questions, set up 1:1s, and learn as much as possible about the project so that I can be as useful as possible to the team. The iteration schedule in my department cycles every other Tuesday which means I have to stay on top of my work and be ready for each new iteration before it comes. To do this, I have created a master plan that includes not only the objectives for the current iterations, but also the ones for months to come. I made this so that once I leave, the project manager can continue to maintain and update that spreadsheet for his team so that it is always clear what lies ahead. In this position, I have learned that it is very import to always be asking for feedback. My master plan wasn’t perfect the first time, but once I met with my project manager to review it, I was able to make a version that will be very useful going forward.

SCRUM Master

Another project that I am working on is directly beneath a SCRUM master for an Agile team in the personal insurance department. This team is working to roll out massive server upgrades to keep Travelers up to date with current versions and efficiency upgrades. The team works on the same iteration schedule and regularly has meetings and standups that I am a part of. In my role, the SCRUM master has me revise large lists of User Stories that he receives from the offshore team and upload into the website we use to store the Agile information called Rally. I do this by formatting and reviewing data, and then using a software to perform the uploads in bulk. My success and ability to handle problems from iteration to iteration is assessed by my manager. This role has been a very interesting and unique experience so far as it is constantly showing me the inner workings of the Agile process and just what it takes to be a SCRUM master for an expansive team. For a project like this, as long as my SCRUM master is happy, my manager is happy.

Innovation Showcase

The Innovation Showcase is a unique project that spans the course of the summer. By design, the project itself doesn’t have many guidelines. With a team of 4, our objective is to utilize new technologies to design an innovative product for the company. It can be anything; backend, frontend, auto insurance, home insurance… as long as it can benefit the company in some way. For the idea that my team has come up with, we are utilizing current programs that are used at Travelers and innovative technologies to improve the efficiency and utilization of customer data. We are proposing a software that intelligently scrapes data from multiple databases across the lines of business at Travelers to make it seem as though all of the information exists in one, centralized database. One of the ways we are hoping to improve this approach is to use artificial intelligence to make predictive searches that are far more efficient than the current process to not only access data, but to also update it across multiple databases at once. Our final product for this assignment is a powerpoint presentation and a tri-fold presentation towards the end of the summer which we will be presenting to a team of judges as well as any other employees who are interesting in seeing what we came up with. While my manager will be review and assessing that, she will also be focusing more specifically on the work that I have done in the project. One of the pieces that I was tasked with creating is a demo of how our system would work. I created this interactive demo using Java and will be presenting with it during our powerpoint. This is something that my manager has asked to see once it is complete.

Artificial Intelligence

Another project that I have been working on for this summer involves training an artificial intelligence program. This is something that I have been working on intermittently throughout the summer as it is a large project that is due by the time I leave. The artificial intelligence system that is being created is designed to scan paper or digital documents and filter out secure information such as Policy numbers, Phone Numbers, etc. In order to make this work, the system need to be trained and develop a reliable neural network. As such, part of my task is to go through a large list of extensive documents and tag sensitive information with the appropriate category. I am doing this long and tedious process so that through machine learning, the AI can start to build an understanding and recognition of sensitive data. The hope is that by feeding it this information, it will produce a program that can reliable filter out sensitive data on its own. I am not sure when the machine learning process will begin, but hopefully it will occur near when I finish tagging the data so that my manager can see how my work amounted to a great new technology that Travelers can utilize across the company.

Wrap-up

This summer internship has taught me a lot and continues to give me exposure to the business world day after day. I will continue to put in my best efforts so that I can get the most out of the great opportunity.