

Axis is a specialty insurance company, a very big insurance company. Did you hear about that kid that got attacked by an alligator at Disney? Guess who insured Disney for that! That is the level of specialty insurance we're talking about¹.

My final co-op work term was with Axis Capital in Halifax, Nova Scotia as a Business Technology Co-op intern.

I did not work with those special insurers² though, our department does the business technology for these people, and my role was the tech support for the business technology for these people. I gained experience in various tech areas, but I also got to see how it is working for an organization of this size.

We are in the BTC (Business Technology Center) and a part of BTS³ (Business Technology Solutions). I worked in EUC (End-User Computing), which is IT (Information Technology) for the company. We have team members in Canada, US (United States), Bermuda, UK (United Kingdom), Dublin, Zurich, and Singapore.

EUC is responsible for imaging new machines, wiping old machines, and remoting into users' machines to execute tasks assigned to us. In addition to this, we act as on-site support to local users.

When I started at this position, my previous experience had been as a help desk representative. I soon learned that in this job I would be the person who I used to send stuff to when I could not do it myself. This meant I would now have to learn how to do it.

This position also made me more aware about cybersecurity, operating systems, networking, and business practices⁴. I did not have much work experience in these subjects, but once I was taught, I picked it up quickly⁵. I appreciated this because it built my confidence that I will be able to succeed in my future endeavors.

A key factor in EUS (End-User-Services) is prior knowledge, which I lacked, but there were plenty of coworkers offering help if I had any questions. I felt welcome at Axis and was not afraid to seek out more information if I did not understand.

When coworkers and I would chat⁶, they would ask how I liked EUC and what I wanted to do after school⁷. I really enjoyed my term with them at Axis, I learned skills that I will carry with me for the rest of my professional career⁸. However I was more appreciative of what I learned about business processes and how different things are monitored or distributed within a company, and

¹ Multiple people have individually told me this, so while it may be sharing company secrets, it's got to be true right?

² And reinsurers, which I learned is a whole other type of insurance, on top of insurance! I hate that...

³ Not the K-pop group

⁴ And other things but it's kind of hard to make up names for these...

⁵ People literally told me this! My manager was so surprised that I wasn't like other fresh-out-of-school no-experience types, I was a fast learner! And keen and hilarious and brilliant and kind and generous...

⁶ Literally virtual small talk, but I guess it makes sense. It's nice to say hi! What are you going to do, video call me? No, you send a nice message because you live somewhere else, duh !

⁷ Is this recruiting or just chatty and maybe gossiping and networking 🙄

⁸ It's always great to know how to fix things.

how proprietary tools get developed. I do not think IT is where I see myself long term, and definitely not working with users directly, however I benefited greatly from this experience.

A summer position with Axis has yet to be officially discussed⁹, so I am keeping my options open with them in mind. I know it's good money and experience, but also that means it would make a good reference? They loved¹⁰ me there, and it was a great work environment¹¹ My passion, however, is not end-user services. There may be a possibility of an internship with another team, perhaps one closer to my interests.

Overall, this was a valuable work term which will make a lasting impact on the advancement of my career.

⁹ Everyone keeps saying I'll be back or something though, maybe just being polite.

¹⁰ Loooooooooooooved, actually

¹¹ Also my mother said now that I'm making \$20 an hour I can never go back, so I'm taking that into consideration too I guess