Intern Self-Review

*ACTION: Complete and send to your manager before your final presentation. This doc **should not be more than 2 pages** – stakeholders will stop reading after page 2.*

Intern Self Review	
Intern Name:	Suin Yun
Last day of internship:	Summer: 8/21/2020 | Fall: 11/13/2020
Project Title:	Partner Ticketing Tool | Handling PII with Macie Findings
Intern Manager Name:	Steve Schick | Ilya Epshteyn
Intern Mentor Name:	Leah Schneider | David Kheyman

Performance Summary
What were your project goals and assigned deliverables/milestones? How did you apply feedback given? Did your role-specific skills improve? [Excel, doc writing, SQL, learning new languages, data structures, algorithms, code quality]

Partner Ticketing Tool

My project goal for the Partner Ticketing Tool project was to better serve Global Financial Services (GFS) customers with smaller opportunities that do not qualify for Migration Program Engagements (MPE). The ticketing tool navigated a virtual connection for Global Account Managers (GAM) with other stakeholders – such as account teams, Partner Success Managers (PSM), and Financial Services Industry (FSI) partner consultants - of partner engaged projects without manual interventions. My assigned deliverables for this project was the ticketing portal (https://sim.amazon.com/issues/create?assignedFolder=4cf9b248-c558-415a-b436-6e80d22f7058) that GAMs can initiate by creating a ticket with opportunity details. I also created a workflow map to help users understand the process for this tool. I facilitated multiple feedback loops in cross-functioning teams, discussed with my manager and mentors, then iterated to produce more suitable and effective deliverables. Some feedbacks that I obtained were: what custom fields to include in the portal, and how to structure the workflow map. I took thorough notes from every meeting, and followed up with my team members for each detail that was discussed in the meetings. This project helped me improve on understanding the process and interaction of engaging a consulting partner into our customer opportunities. With the ticketing portal, GFS is now able to allocate teams with faster and better communications to take ownership of more than 400 new opportunities (each opportunity is worth ~$1.5 MM on average).

Handling PII with Macie Findings

Amazon Macie is a fully managed data security and privacy service that uses Machine Learning and Pattern Matching to discover sensitive data in Amazon Web Services (AWS) such as Amazon Simple Storage Service (S3). My project goal was to provide a computer logic that parses Macie's findings to offer data engineers a convenient way to process the metadata of sensitive data. The assigned milestones were: creating an architecture diagram for the project, configuring Amazon EventBridge to only send out Personal Identifiable Information (PII) details to AWS Lambda, writing a Lambda script that will export PII's metadata from Macie's findings to a DynamoDB table, providing server-side encryption with customer managed keys for the table, tagging the sensitive objects in S3, building a Command Line Interface (CLI) tool for retrieving the metadata from DynamoDB via a REST API call. I reflected on the feedbacks given from my project mentors, discussed all aspects of the issue with them, and researched the "what makes this solution ideal" to fully commit to our solution. For example, I asked my mentor why should we use REST method and researched the difference, when deciding to use either REST or HTTP method for the API Gateway integration. This project gave me a chance to review and practice my Python skills, understand architecture of AWS services, and take advantage of the seamlessly integrated microservices for faster and effective solution. This project will allow the customers of Macie to query and view relevant information of PII, which will lead to easier compliance and audit preparation from CloudWatch and CloudTrail logs, data leak prevention, and security governance by being able to act proactively on inappropriate storage of sensitive data rather than reactively.

I also got to present AWSome Builder 1 to my manager, mentors, and other Solution Architects this fall. During practice runs, I organized the feedbacks from the audience each time into a spreadsheet. Then, I researched the answers to the questions I couldn't answer from past practice runs, and set up meetings with other Solutions Architects to dive deep into the questions I was not satisfied with the answers I came up with. From countless practices and research, I was able to improve on delivering AWS messaging and my presentation skills.

What are you most excited about at work? *(max 160 words)*

I am excited about being curious and learning something new everyday at AWS! My team encourages and challenges me to learn countless knowledge: different services AWS provides, architecture of each service, and how they work together synergically to provide the most effective yet unique solution to our customers.

I also learned how to face customers and to manage my time by shadowing my mentors. Beyond shadowing, I treated my manager as my customer to practice customer obsession when building my project for him.

Building my career network at Amazon is another exciting that I am very excited about at work. The connections that I built taught me how I can excel at my job - how other solution architects have achieved what they have now by going through countless trials and errors. I worked with cross functional teams to understand how to interact within my team and other teams.

When you're performing at your best, how do you contribute? *(max 160 words)*
At my best, I try to earn trust by seeking with my team members how I can help them succeed at their jobs, on top of diligently delivering results. Although there are many things that I am still learning, I always try to share the knowledge I have for anyone that needs help. For example, I always try to help other interns that are stuck with blockers or need advice on their projects. I also helped my team's new hires with their IT set up and their general onboarding tasks. In my spare time, I connected with a few Amazon Macie developers to share my experience using the service to help them with Macie. I also try to go above and beyond when my superiors ask my team to come up with "Think Big" solutions. For example, I provided my technical perspectives of the Partner Ticketing Tool to my former manager, Steve Schicks, to help the business development team with a well-rounded solution.

Are there any growth areas, beyond Leadership Principles, you want help with? *(Optional, max 160 words)*
I would like to grow my breadth and depth of knowledge in technology, especially since my role requires expert knowledge in many areas of technology. When I started my role here at Amazon, I have realized the limits of the education from school. Although there are still many opportunities for me to expand my proficiency in technology such as TechU and graduate school, I would still love to "Dive Deep" into as many technologies as I can.
I would also like to grow customer facing skills, since I have not had many customer meetings or opportunities to speak to customers directly.
I strive to be better version of myself everyday; at AWS, I grateful for being fully accepted for my strengths and weaknesses for me to embrace my strengths and improve on my weaknesses.

Areas of Strength (list the Leadership Principles and provide context)

1st Area of Strength: Learn and Be Curious
During my time at Amazon, I have been fully encouraged to be curious, and fulfilled my desire for learning. I used AWS academy and A Cloud Guru to learn the technologies in my projects in a deeper level. Also, I reached out to many Solutions Architects and other Global Account Managers to learn about their roles and their understandings of the Leadership Principles and their roles. My manager and mentor continue to challenge me to care and to be curious to understand what I am building for the customers.

2nd Area of Strength: Ownership
When unexpected difficulties rose during my project development, I did not give up and continued to struggle through the problems and issues to deliver my work. For example, when I had to spend a whole week in a workshop, Architecting on AWS, I devoted my weekends to continue working with my project. I also continued working past regular business hours on many nights, because I was not satisfied with my daily progress with the project and felt the desire and responsibility to deliver the highest standards by the appropriate deadlines.

3rd Area of Strength: Earn Trust
At the beginning of the fall, I had a very bad habit of throwing out my best guesses when I was asked a question that I did not know exact answers to. However, by taking in feedbacks from my manager and mentor wholeheartedly, I improved on embracing humility and admitting what I do not know, while I grew more confident on what I did know. I can confidently say that I learned how to earn customer's trust over the course of this internship.

Areas of Development (list the Leadership Principles and provide context)

1st Area of Development: Are Right, A Lot
Since I work with many Solutions Architects with expert knowledge in the fields of my project, I found myself being corrected rather than being right a lot. There is a lot of grow room for experience and knowledge for me to be able to be right a lot! I still have a lot of room to absorb all the knowledge upon this internship!

2nd Area of Development: Dive Deep
From the conversations with many of the connections that I built here at Amazon, I was often critiqued to dive deeper into the technologies that I use in my projects. I eventually learned where to look for meaningful information internally, and was able to demonstrate "Dive Deep" a few times during the internship. One example I can provide is the "mini-chats" that my manager, Ilya, and I have every week to discuss certain AWS services to 200 level details.
However, I struggled with working remotely. Sometimes, I couldn't quite get the courage to hold my mentor's or manager's immediate attention or time to be able to discuss technology related topics fully via chime or slack. Because I wasn't around them in the office setting, I wasn't sure how exactly busy they were or if I was wasting their time by asking a lot of questions.

3rd Area of Development: Customer Obsession
Although I have been customer focused when building my deliverables, I would still like to experience customer interactions to fully understand their needs and build meaningful relationships to better serve them! I plan to improve my customer obsession by shadowing more of my mentors' customer engagement meetings and studying the architecture of my deliverables to learn customer's problem.