Tanner Tompkins

UCO Capstone Reflection

I feel as though I've learned a lot in my few years after transferring to UCO. Working at the UCO IT Service Desk taught me how to troubleshoot various tech issues and pose the correct questions and explain solutions in a manner that the individual on the other end could understand. I also got to know how to work with ticket management systems, record what I had done, and remain consistent despite the frustrating or confusing nature of the problem.

I created and operated my own digital presence, Loqi.GG, outside of school and work taking all the information and bits that I've learned across my classes. That project taught me what it is like to teach myself, create something out of nothing and maintain it over the long term. I needed to strategize, experiment, tweak and be responsible without anyone imposing time limits on me. It also enabled me to complete a lifelong goal of mine… to have a video game channel.

My greatest achievement though is the way these experiences are related. My background in General Studies enabled me to think in other areas rather than view it narrowmindedly. It helped me to be more flexible and look at every issue I face from a different perspective. I feel like I have graduated UCO with improved communication, improved problem solving, and a better understanding of my working style.

These strengths are the ones I would like to use in a job that integrates technology and people as I advance after graduation. I particularly like IT operations, user experience, and messing around with various digital systems. My experience at UCO and my work experience have made me ready to work in an environment that places importance on reliability and effective communication.