

Working on this assignment helped reinforce the use of JavaScript functions for front-end interactivity and user data handling. I was able to design modular, reusable functions that simulate a basic IT support system. The assignment helped me practice form validation, string formatting, DOM manipulation, and understanding how a frontend would conceptually communicate with a backend service.

One of the challenges was designing functions that separate responsibilities clearly while maintaining simplicity and reusability. Since we didn't need to implement server communication, I used console logging and dummy data to simulate the functionality. If expanded further, I'd replace those parts with asynchronous API calls using fetch.