

# INTERNSHIP SPOTLIGHT

## Carly Dutrow



**Graduation Semester & Year:** Spring 2020

**Semester & Year of Internship:** Summer 2019

**Major:** Information Technology

**Minor:** Psychology

**Hometown:** Greensburg, PA

**Hobbies:** Horse-back riding, Dog training, Animal Rescue

**Campus Activities:** N/A

**Future Plans/Career Goals:** Database Management

- **Internship (company/your title):**  
I worked as an Intern for ThoroughCare's Pittsburgh office.
- **How did you find your internship?**  
I found this internship from Glassdoor. I applied for many different internships, but this was my first pick
- **What were your duties?**  
Well I had many duties here is a list; clean data for import, helpdesk online chat, update documentation of old features, create new documentation on new features, work in their build, staging, and production environments, attend meetings, maintain first hand correspondence with customers, use queries to sort data, create and solve help desk tickets.
- **How many hours per week were you at your internship site?**  
I was expected to maintain a fulltime schedule (40 hr. /week) with time off whenever it was needed. This is in Pittsburgh and my hours are 9-5 Monday through Friday.
- **What did you enjoy most about your internship?**  
I am given the freedom to make my own decisions without someone looking over my shoulder. I was HIPPA trained and trusted to handle patient data on the first day. There is plenty of work to go around, but I am always praised for the hard work from everyone on the team. I have been able to hone my skills and even branch off those skills to further my knowledge. I feel important at ThoroughCare, not just another cog in the machine.
- **What was the most difficult aspect of the internship?**  
Realizing I have skills to offer and that the work I do is reliable.
- **How did your experience at UPG and in Information Technology department prepare you for your internship?**  
My classes have given me a base to grow from. Especially classes such as Database Management, Java, and Human Factors in Design.
- **How has your internship prepared you for a career?**  
They have put me in countless situations dealing with customers, data, and a team environment which has given me the confidence that people need in order to be competitive in the work force.
- **What recommendations do you have for other students about doing an internship?**  
Get a head start on your internship. You should not wait till the last minute to begin looking for your internship. I began looking for an internship around finals week and it caused a lot of unneeded stress.

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