INTERNSHIP SPOTLIGHT

Ben McCoy

Graduation Semester & Year: December 2019
Semester & Year of Internship: Summer 2019
Major: Information Technology
Hometown: Greensburg, PA
Hobbies: Sports, Motorcycles/Dirt Bikes, Video Games

Future Plans/Career Goals: TBD

- Internship (company/your title):
  UPMC: Information Services Division Summer Associate

- How did you find your internship?
  Career fair at William Pitt Union

- What were your duties?
  - Webpage/application testing (quality assurance)
  - Independently investigate and solve help tickets
  - Solve more advanced help tickets with SQL queries to the database
  - Update data tables using SQL used by web project team
  - Work closely with systems analyst to define, document, and solve problems

- How many hours per week were you at your internship site?
  Approximately 40

- What did you enjoy most about your internship?
  Getting to learn how websites/apps go from a planning stage to a production stage, essentially the software development life cycle. It was also interesting to sit down as a team and talk with the product owner. The product owner tells the IT team what he wants done. Then the team collaborates how to implement a solution.

- What was the most difficult aspect of the internship?
  Jumping in the middle of a project that others have been working on for months/years, learning different technical and business specific acronyms, understanding the business side of the projects I was involved with, and understanding how interconnected everything is.

- How did your experience at UPG and in the IT department prepare you for your internship?
  Java coding classes, networking classes, and especially my database management course (using SQL) were extremely helpful.

- How has your internship prepared you for a career?
  Being able to see how different teams and departments work together in such a large company was very beneficial. It helped me gain exposure to different technical positions such as: Systems Analyst, UI/UX developers, services (back end) developers, Quality Assurance positions and several others.

- What recommendations do you have for other students about doing an internship?
  - Be direct with management and coworkers
  - Ask appropriate questions
  - Know when to take initiative and when to seek help

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