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
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- **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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