

Student: Lillyen Chieng

Course: TINFO 497

Internship Company: Kent School District

Internship Advisor: Dr. Jim West

Title: Technology Support Specialist Intern

My name is Lillyen Chieng, I am a Senior at the University of Washington Tacoma majoring in Information Technology. Having some experience prior to helpdesk and technical support, I have found my passion within this field. Being presented the opportunity I was excited to begin my journey exploring the field of IT through this internship beginning of September 2021. As I continue to work this internship, I instantly was given the chance to provide technical support to student devices such as initiate repairs, troubleshooting and do imaging. In addition, going around the school district assisting promethean board installations to classrooms in the schools that my team oversee. To summarize my experience thus far, I do believe that I have been able to learn many technical skills from this position while presenting quality assurance to our staff and students. I believe these experiences have enhanced my organizational and communicational skills within my team and other teams which has helped solidify my passion within the information technology field.