

# **Cooperative Education Reflection**

## **Introduction**

For the past nine months, I have worked at Sostratus LLC. During my time there, I learned many new skills related to information technology, particularly how managed service providers operate and the skills needed to work in that environment. In addition, I gained experience in a professional office setting and learned how to conduct myself appropriately in the workplace.

## **About Sostratus**

Sostratus LLC is a managed service provider based in Gloucester, Massachusetts. The company provides services such as device setup, employee onboarding and offboarding, remote support, and network setup and maintenance. Sostratus serves both commercial and residential clients. Some of its major customers include Beauport Hospitality Group, Timberline Enterprises, XRHealth, and Atlantic Heating and Air Conditioning.

## **Skills Learned**

During my time at Sostratus, I learned many important technical and professional skills. These skills helped me better understand the IT industry and improved my ability to work with clients and coworkers. Some of the most important skills I developed include:

- Following documentation for device setups
- Using remote access software
- Creating and managing Active Directory accounts
- Communicating effectively and professionally with clients
- Using ticketing software to manage support requests

In addition to these technical skills, having a job also taught me valuable workplace habits and soft skills. These include arriving to work on time, managing my time effectively, and collaborating with coworkers to complete assignments and projects.

## **Work experience**

During my job experience I completed a multitude of tasks relating to Information Technology. My most common task was setting up devices, to do this I followed procedures that detailed what to install and how to configure devices for each company. This often entailed creating active directory accounts and connecting devices to a company VPN. Another task that I was often assigned was to deliver and setup equipment for a client, which helped me understand how to deal with clients in a

professional manner. I also completed tasks such as recycling electronics, installing hard drives and ram, and organizing the office storage closet.

## **Conclusion**

In conclusion, I believe this experience greatly benefited me. I learned many valuable technical and interpersonal skills that will help me in my future career. Beyond technical skills, this experience helped me become more independent, responsible, and confident in my abilities. I now feel better prepared for future opportunities in the IT field and in any professional setting.