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In my executive summary addressed to the executive leaders of the ADI program, I will be discussing:

- My experience working full-time as a technical writer and analyst.
- The projects I worked on during my internship in the IT department.
- My feedback about the ADI program.

Overall, the summary will provide an overview of the work I contributed to and how I felt about the program.

Experience

As this was my first position in a full-time role, I was pleasantly surprised by the nice pacing and ability to reach out to my manager and supervisor when I needed help. Additionally, this was my first role as a technical writer, a role that was difficult to find as an internship given my limited experience, however I was able to use my skills as a technical communications major to translate complex information into brief yet understandable documents.

There were some instances where I felt overwhelmed by trying to learn about CIT and how it operates, collaborate with my co-worker and supervisors, edit and revise documentation for varying audiences, and more.

From my experience, I can see myself doing more work as a technical writer or potentially as a UX writer since I had a lot of fun with my assignments. Before taking the job, I was worried that my small program at school didn't prepare me enough for it, but I was more than prepared to jump right into the role and started learning quickly. So, after this internship I feel prepared enough to take on a similar role.

Project

During the program, I edited and revised older TeamDynamix (TDX) articles to improve their contents by updating the information and made them understandable for the customer facing audience on IT@Cornell as well as the IT audience for TDX. My contribution involved improving 20+ previous TDX technical documentation then adding some to the IT@C platform. To effectively produce quality revisions, I collaborated with subject matter experts or SMEs from other groups to understand the content's complexities, drafted rewrites, received and implemented feedback, and more.

The overarching goals of the project were to:

- Edit the articles to improve clarity, accuracy, and understandability of the content.
- Reduce backlogged customer ticket requests.
- Add more articles to IT@Cornell.
- Improve service automation to lower manual maintenance requirements.

The project went by fast yet taught me how the work life was like for a technical writer and the constant on the job learning that's required. In 2 months, I managed to absorb a lot about CIT, TDX, admin permissions and how these functions interact daily.

Feedback

The ADI program was quite relaxed considering my other obligations, so I was content with it, however I was still expecting more. For example, I was expecting a formal project to work on alongside my intern duties, but we didn't have one. Additionally, in the beginning the weekly hour-long sessions felt interesting but as time went on, they seemed less engaging, and I don't feel like I truly got a lot of use out of them.

Considering the limited amount of time and high amount of work, I would've liked to learn more about the backend side such as,

- The administrative roles
- How TDX interacts with other departments
- Managerial roles
- IT infrastructure

And more since a few of these topics were briefly touched on but not fully discussed. For future interns, going more in depth with the department and how it works would be extremely beneficial for them.

On the other hand, I did like my team and the pacing was quite manageable as my first full-time job. It felt nice that I could work at my own pace, ask questions and get a response in a reasonable amount of time and interact frequently despite working from home. Another added benefit was access to CUeLINKS and LinkedIn Learning that I enjoyed a lot, so including that for future interns would be very helpful for them learning off the job.