



My 2020 Internship at SMA

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D R E A M O F
E L E C T R I C
S H E E P ?
P H I L I P
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SMA Book Club

- Over my internship at SMA, Lucky and I hosted a book club focused on the book *“Do Androids Dream of Electric Sheep?”* by Philip K. Dick.
- Prompted by our reading, I led a thought-provoking discussion on the ethics and morality of society, and what it means to be human.

Customer Relations Database Update

I added the motivations and goals of each business within to help facilitate the fostering of relationships with our partners.

In addition, I updated out-of-date information within the CRM Database to provide a more reliable and trustworthy service.

TOD Review

- With the help of Steve and Lucky, I reviewed the Resource Manager Portal and reported previously unidentified bugs to be addressed.
- I am currently putting the final touches on an update of the USAF refEndCustomer list with Dave to accommodate for the introduction and renaming of the Space Force.

My Takeaway:

Throughout my time here at SMA, I have come to realize that I must improve upon my organization and communication skills. Inadequate communication on my part has resulting in repeated misunderstandings that have hindered the progress of others. I am honored to have a glimpse into the corporate world and am grateful for the warmth which you all embraced me with. Thank you for having me here at SMA.