The Learning Experience

Experimental Learning Portfolio

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15074 Sycamore Hills Pl

LA 201W

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Educational goals

Personal Goal: My personal goals are to live life to the fullest, challenge myself day in and day out, and to be the very best I can be.

Educational Goal: My educational goals are to acquire a well-rounded education and to also graduate with my four year degree (hopefully this semester). If the future is kind to me I would also like to achieve my master degree in economics.

Career Goals: My career goals are to be able to provide for my family, "not work a day in my life" (do what I love), and to push myself to accomplish things I never thought were possible.

All of these goals helped me get through my first "professional" experience. During my internship, I consistently challenged and pushed myself to learn a field I was not familiar in. I believe my learning experience will make my career goals much more attainable.

Degree Plan

Goal: BS in Economics

Credits	Category	Notes
46	Transfer	Coursework completed at University of California of Pennsylvania and Northern Virginia Community College
3	Learning Portfolio	All credits earned with completion of LA 201W
120	Coursework	Required Coursework to meet program requirements
122	Total credits required based on semester hours	

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OBJECTIVE

I am seeking the start to a career where I can simultaneously better the company and provide for my future family.

EDUCATION

Pennsylvania State University Bachelor of Science in Economics, 2015

Northern Virginia Community College Associate of Science in Information Technology, 2012

PROFESSIONAL EXPERIENCE

6/2014 – 8/2014   **Sprint**
Radio Frequency Engineer Intern

- Inventory of telecommunication equipment
- Analyze statistical data
- Organizing statistic data for teaching/presentation
- Provisioned phones for telecommunication testing
- Create a step-by-step provisioning process document

2/2013 – 5/2013   **Tech-24**
Junior HVAC Technician

- Create and maintain a professional relationship with customers
- Maintain a check/supply list for each preventative maintenance
- Able to identify and fix problems during preventative maintenance routines
- Assist Senior Technicians during HVAC repairs

3/2011 – 2/2013   **Evergreen Country Club**
Player Service Assistant

- Provide quality customer service to all members and their guests
- Maintain an excel style T-sheet for member and guest tee times for efficient day to day management of the course
- Do routine checks of supplies in order to maintain a high quality of service
- Create and maintain professional relationships with co-workers and golf members
- Train new Player Service employees
- Clean, park and keep carts charged

CORE QUALIFICATIONS

- Strong Analytical Skills
- Excellent Problem Solver

TECHNICAL SKILLS

- Microsoft Office
- Structured Query Language (SQL)
- Basic JAVA programming

Experimental Learning Narrative

The 2014 year had just begun while I was looking down the homestretch for my bachelor's degree in economics. Finishing college and getting out into the real world is an event in one's life which you will never forget. The time where you solely support yourself and look to start a family. Then it hit me, I've never actually held a "real" job! I've worked at a couple golf course as a cart boy but never in a professional environment. I knew I couldn't just jump from college to a 40 hour week until retirement. So I started applying for summer internships, even the ones that did not pertain to my major. Luckily I was able to snag an internship with the telecommunication company Sprint. Perhaps it was my associate degree in information technology that appealed to the recruiters at the company. Excited I was, but nervous going into an environment in which I had no previous knowledge in.

A few weeks into my internship and I was pleasantly surprised how well I was being received. I didn't know the ins and outs of the telecom world, but that didn't matter. My boss knew I wouldn't go into or even take interest in telecommunications. So instead my duties as a telecom intern included more general tasks which could be of use in a varieties of career paths. Inventory of phones, analyzing statistical data, compiling data for presentations, and provisioning phones were some of the important tasks I endured in the summer of 2014. Inventory of phones is pretty simple but I learned being organized is one of the most important attributes to have in order to work efficiently. This I feel to be surprisingly the most valued trait I learned at Sprint. This trait can often be overlooked or taken for granted. This alone will not

compile research, construct a graph, or dazzle your boss, but it's the first stepping stone in order to excel at one's career. The last three duties listed go hand in hand with one another. Provisioning a phone required communication between myself and a team of 4-5 people. We needed to set up certain phones for certain situations in order for them to be tested at different test sites around the U.S. Once these phones were out in the field they would get tested and the statistical information would be made available to myself. It was my job to make sense of it all, compile the most important data, and be able to make it presentable for easy viewing by a large audience. I know how important presenting information can be in the workplace so I was really excited to be learning this new skillset. Now all these experiences provided an excellent stepping stone for the transition after college into the "real" world but one stood out from all; that being the communication skills I acquired. Almost everything asked of me needed to be communicated with another coworker. Emails would be sent back and forth, cons calls being made, and setting up meetings were all critical in my success at Sprint.

Earlier in this narrative I mentioned my major being economics. Surprisingly my learning experience from Sprint will surely help in the field of economics. . First off organization and communication is vital in every career. This set of acquired skills will benefit any person in any field. The skills I learned in interpreting graphical data and presenting the information in which all can understand is vital to being an economist. Basically, that's what an economist is. Data is gathered, interpreted, and used to predict future economic conditions. Who would have thought you can learn how to be an economist by working for a telecommunication company.

When given a great opportunity you must try and take all of its worth. I know I have and am grateful for this great learning experience. All of these skills I acquired at Sprint will most

definitely make the transition from college to a career very smoothly. I am thankful for the

opportunity that was given to me.

Sprint

April 21, 2014

Jordan Pastor
15074 Sycamore Hills Place
Haymarket, VA 20169

Congratulations on your job offer!

Jordan, what you do at Sprint makes a difference to our customers, our communities and our business. We've changed the way people communicate, how they work and how they stay connected on the go. People are the heart of Sprint's competitive energy. Our expectations for you are high, and we'll be here to support you every step of the way.

Here are the details of your job offer:

Title:	RF Engineer Intern
Division:	Network
Manager:	Nesreen Mansour
Work location:	12502 Sunrise Valley Dr
	Reston, Virginia
Start date:	April 28, 2014
Hourly rate:	$18.00

Sprint is a drug and background screening employer. Your offer is contingent upon the successful completion of these screenings. A representative from our staffing group will coordinate these programs with you prior to your first day of employment.

Your employment at Sprint will be at-will, meaning there will be no agreement for employment for any particular period of time, and either you or Sprint can terminate your employment at any time and for any lawful reason, with or without notice.

The Federal Immigration and Naturalization Service regulations require that all new employees verify eligibility for employment in the United States within the first three days of employment. Please be prepared to provide the required acceptable documentation, as indicated on the attached "List of Acceptable Documents", to your hiring manager. Your employment may be terminated if you do not provide such proof within the applicable time frame.

Additionally, through the online Intellectual Property Rights Agreement (IPR), you will certify that you understand and will comply with the Sprint Employee Agreement regarding proprietary information, critical systems and resources, property rights and business practices. Your manager will coordinate the completion of this online document.

For purposes of Sprint Nextel's Affirmative Action Plan, any employee of Sprint may identify himself or herself as a Disabled Veteran, Other Protected Veteran, Recently Separated Veteran or Armed Forces Service Medal Veteran. To do so, follow the instructions found on the enclosed memo "Employees who are Disabled Veterans, Other Protected Veteran, Recently Separated Veteran and Armed Forces Service Medal Veteran."

Nesreen is excited about your acceptance and looks forward to you joining the team on April 28, 2014. If you need any information about first day logistics please contact your manager at (703) 592-5693.

On behalf of Nesreen, I congratulate you, and wish you the best as you embark on this challenging and rewarding adventure!

Julie Anderson
(913) 762-6355

Sprint Invests in Your Growth

At Sprint, we take great pride in our high-caliber workforce and high-performance culture. We recognize that our people are the backbone of our success and growth, and our people are very important to us. We do our best to take care of them or, more accurately, help them take care of themselves. We know that healthy people make for happier and more productive employees. We also know that your contribution at Sprint enables you to enjoy a full life outside the office as well. While options may vary based on the type of position and responsibilities, the following link demonstrates some Sprint initiatives and plans to help you balance your time.
http://careers.sprint.com/work.html

We value, crave and pursue diverse ideas, new ways of thinking and better ways of doing things. Here are some of the things that we are currently doing and information on our Employee Resource Groups:
http://www.sprint.com/companyinfo/diversity/culture/affinity.html

Sprint Leads by Example

Sprint is known for its outstanding corporate citizenship. We know you take pride in doing the right thing and further contributing to Sprint's reputation for accountability, integrity and ethics. We ensure every employee at Sprint understands what is expected of them through our annual i-Comply ethics certification program. You will be required within your first 30 days of employment to complete the annual i-Comply certification, which helps you to understand our Sprint perspectives and policies on customer privacy, records management and many other areas:

Thank you and welcome to Sprint.

Annotated Bibliography

De Castro, Paola, and Sandra Salinetti. "GLISC." *GLISC*. N.p., 2006. Web. 21 Feb. 2015.
        <http://www.glisc.info/>.

This web page gives the reader specific detail on how to create a report. Detail such as what needs to be on the front page, the body, and the end. Also in what order the information should be in on each page. This source should be read after the "How to Write Technical Reports", since it gives an overview while this web page goes into great detail about the structure of reports.

Dlugan, Andrew. "Six Simple Techniques for Presenting Data: Hans Rosling (TED, 2006)." *Six Minutes RSS*.
        N.p., n.d. Web. 20 Feb. 2015. <http://sixminutes.dlugan.com/six-simple-techniques-for-
        presenting-data-hans-rosling-ted-2006/>.

This article goes into detail about presenting data in a graph. Making sure the most important data is highlighted and heavily stressed. When you think you've explained your data to the fullest extent, think deeper and go even deeper.

Hering, Lutz, and Heike Hering. *How to Write Technical Reports Understandable Structure, Good Design,*
        Convincing Presentation. Berlin, Heidelberg: Springer-Verlag Berlin Heidelberg, 2010. Print.

This book is a great piece of information on technical reports. Steps such as preparing, planning, writing, and creating a technical report are told in depth. During my internship at Sprint producing presentable data/ reports was vital to my success. This book gives a great overview on how to create a report such as that.

Nielsen, Lisa. "Importance of Communication in the Business World." *Small Business*. N.p., n.d. Web. 21
        Feb. 2015. <http://smallbusiness.chron.com/importance-communication-business-world-
        2877.html>.

This article gives an overview of the importance of communication in the work place. The article also goes as far as how to properly control the communication in the work place in a professional manner. This author even goes to backing up her thought about communication with a section titled "good communicators generally do good work." During my time at Sprint I learned how important communicating is to success in the work place.

Queensland. "Communicating Effectively for Business." *Communicating Effectively for Business*. N.p., 30
        Sept. 2014. Web. 20 Feb. 2015. <https://www.business.qld.gov.au/business/running/managing-
        business-relationships/communicating-effectively-for-business>.

This webpage goes over all aspects of communication in a business environment. This guide goes over communicating effectively, understanding, non-verbal communication, and also as going as far as how to properly introducing yourself to new people. During my time at Sprint, communication was a skill set I've came to learn very well. The importance of communication was clearly evident.

Sherman, Peter. "Quality Digest." *Data Analysis-10 Key Questions and Reasons*. N.p., 7 Oct. 2009. Web. 21 Feb. 2015. <http://www.qualitydigest.com/inside/six-sigma-article/data-analysis-10-key-questions-and-reasons.html#>.

This article doesn't just tell you how to present your data but which data to actually present. If the data you are presenting is irrelevant then you're defeating the purpose of presenting. The type of data you present is just as important as the data itself. Knowing which data to present is valuable knowledge when creating presentations.

Wagner, Dave. "The Importance of Big Data Analytics in Business." *TechRadar*. N.p., 2 Oct. 2014. Web. 21 Feb. 2015. <http://www.techradar.com/us/news/world-of-tech/the-importance-of-big-data-analytics-in-business-1267606>.

This article first off tells us how important data is to our society. Mostly every single business decision we make is based on data we've gathered from research or some form of testing.

Walfish, Steven. "Presenting Data Effectively." *Presenting Data Effectively*. N.p., 1 Feb. 2008. Web. 20 Feb. 2015. <http://www.biopharminternational.com/presenting-data-effectively>.

This article is a very good starting point when researching data presentation. It goes into different types of data and how to present each one. During my time at Sprint I learned certain type of data should be presenting in different ways.