

# INTERNSHIP SPOTLIGHT

## Melissa Paravate



**Graduation Semester & Year:** Spring 2021

**Semester & Year of Internship:** Spring 2021

**Major:** Management

**Minor:** Spanish

**Hometown:** Greensburg, PA

**Campus Activities:** Community Assistant, Phi Eta Sigma President

**Future Plans/Career Goals:** Project Manager

- **Internship (company/your title):** Smith Micro Software, Inc., Program Management Intern
- **How did you find your internship?** LinkedIn
- **What were your duties?**

I managed communications with clients regarding device activation requests, troubleshooting, and production updates and collaborated with internal operating groups to ensure completion of mobile device deliverables. I also maintained an accurate representation of device status, updated the device catalog, and identified and documented device-related processes.

- **How many hours per week did you spend on your internship?** Approximately 24 Hours/ Week
- **What did you enjoy most about your internship?**

I really enjoyed learning about the process of Program Management and that I was able to help contribute to the success of the company. Every time a problem is resolved or a ticket is finally closed, I know that a device is one step closer to being ready to support the company's software and will soon be released to Android users.

- **What was the most difficult aspect of the internship?**

For me, the lack of social interaction was difficult, as this was a completely remote internship. Also, because I had no prior experience or exposure to the software or mobile device industry, this entire internship was a huge learning curve.

- **How did your experience at UPG and in the Information Technology and Management departments prepare you for your internship?**

Last year, I spent some time in class working with Network Diagrams and Critical Paths, which are heavily used in project management, as is Excel.

- **How has your internship prepared you for a career?**

This internship has shown me how project management works in real life and how crucial it is for program managers to have excellent communication skills and a high level of flexibility in order to meet customer demands.

- **What recommendations do you have for other students about doing an internship?**

Anytime you are given an opportunity to work on something new or try something different or work with different departments, I would recommend saying yes. Not only does this allow you to work with more people in the company and build up additional skills, but it also makes you more versatile and more valuable to the company. As a student, it is important to learn as much as possible while you have the chance.

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