



Technical Consultant Internship Experience at Rockwell Automation



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INTRODUCTION

My name is Natalie Claus and I have participated in an internship at Rockwell Automation in Cleveland during the summer of 2022. I had the role of a Technical Consultant, which gave me the opportunity to delve into the sales aspect of mechanical engineering. I discovered this internship at a career fair; after meeting them, I applied for the job online and was offered an interview, and eventually the job. As a part of my role, I was responsible for selecting a technology to specialize in. Additionally, I presented informative demonstrations and presentations to our customers, while also addressing their technical inquiries. I opted to specialize in Independent Cart Technology, an intelligent conveyor system that offers flexibility through its highly customizable features.

OBJECTIVES

- Choose a specialized Rockwell Technology
- Become an expert in that technology
- Shadow customer visits/calls with full-time Technical Consultants
- Create and give presentations to customers on the chosen technology
- Create and give demos to customers on the chosen technology

KEY RESPONSIBILITIES

- My technology choice was Independent Cart Technology (ICT)
- I did a vast amount of research through Rockwell's database to learn about ICT
- I utilized Emulate 3D to create demos for customers
- I created presentations by using Rockwell's existing power points, adding my own slides, and adapting slides based on customer needs

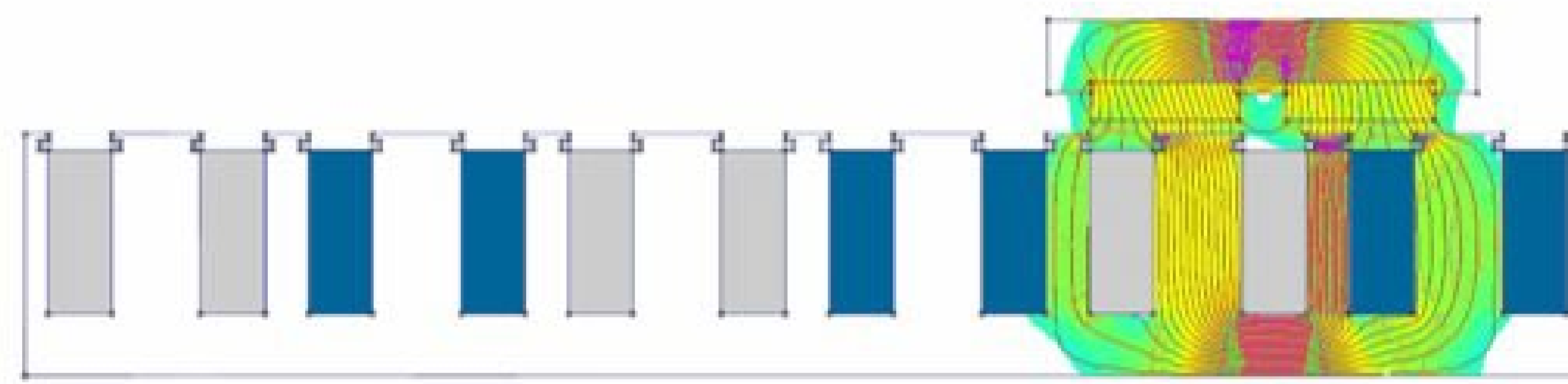


Figure 1. Technology Behind ICT



Figure 2. MagneMover Lite in the Field

ACCOMPLISHMENTS

- 30+ shadow calls
- 10 presentations
- 5 customer demos
- Improved communication skills
- Learned about many different technologies
- Learned about customer needs and wants

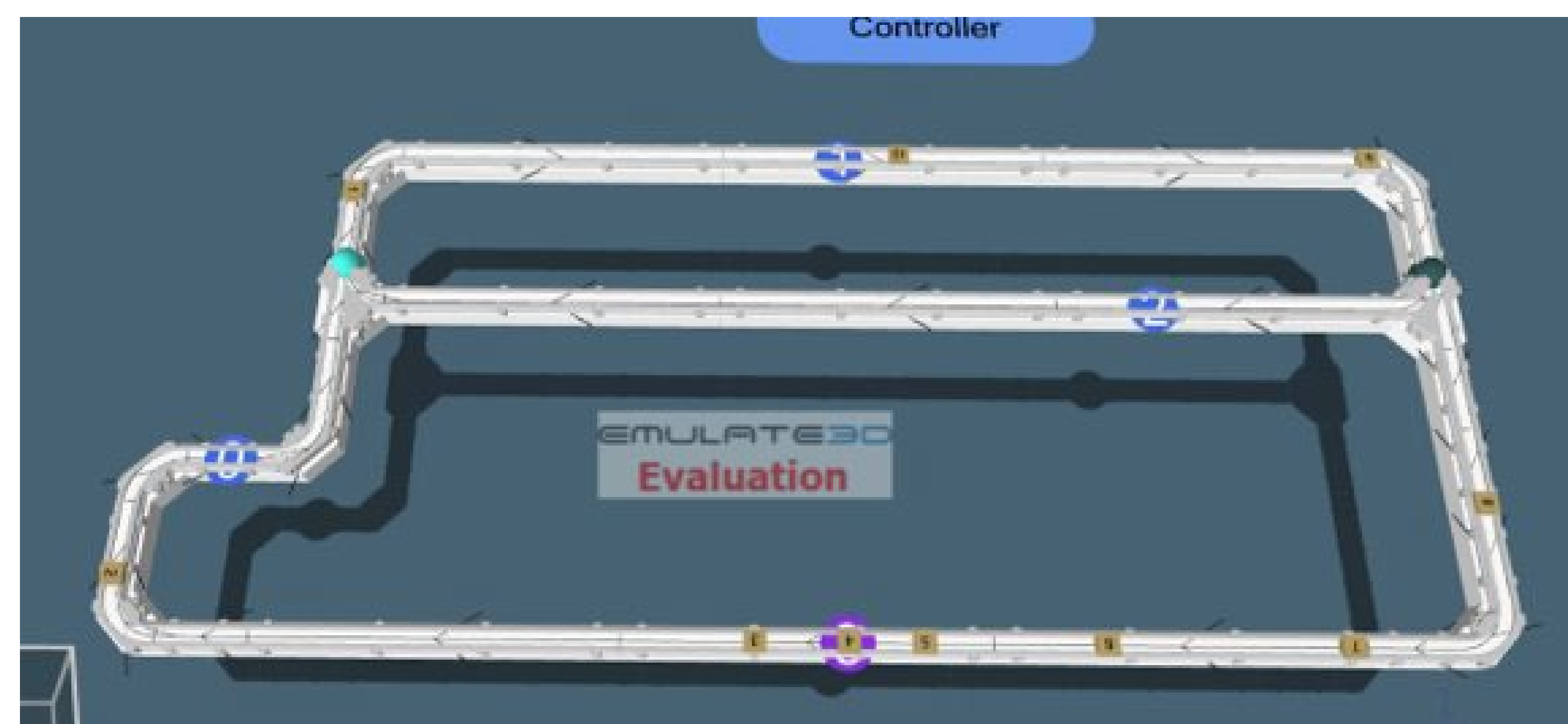


Figure 3. MagneMover Lite Demo I created on Emulate 3D

LESSONS LEARNED

I learned many things about the controls industry. By participating in shadow calls and meeting many customers, I was able to learn about customer focus areas and their needs. One of my key takeaways was that customers want a better conveyor system to reduce downtime. Overall, ICT is a flexible intelligent conveyor system that is fully customizable allowing the customer to create any track that will fulfill their needs.



Figure 4. Collage of Customers

FUTURE CAREER OBJECTIVES

I will be working for Rockwell full-time starting in June. First, I will go through their training program and then move on to become a full-time Technical Consultant.

References

"Independent Cart Technology." Rockwell Automation, <https://www.rockwellautomation.com/en-us/products/hardware/independent-cart-technology.html>.

"Independent Moving Cart Technology." Refrigerated Frozen Foods RSS, Refrigerated & Frozen Foods, 17 Feb. 2017, <https://www.refrigeratedfrozenfood.com/articles/92406-independent-moving-cart-technology>.

*All company logos courtesy of the internet

Acknowledgments

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