

# Progressive Insurance: IT Systems Engineer Intern



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Senior: Class of 2023

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**PROGRESSIVE**

## INTRODUCTION

I am Alex Lechintan, during the Summer of 2022, I had the opportunity to work as an IT Systems Engineer Intern at Progressive Insurance in Mayfield Heights, Ohio. I was able to complete two rotations. One with the Server & Infrastructure Team and the other with the Collaboration Team. The Internship spanned May 15<sup>th</sup> through July 21<sup>st</sup> allowing me to gain experience in industry while attending Cleveland State University.

## LEARNING OBJECTIVES

During my Internship, my personal goals included gaining as much experience in industry as possible, learn from those who already have experience, learn as many new technologies as possible, show the skills learned from Cleveland State, and attempt to gather new skills. As an intern, my primary responsibility consisted of supporting, maintaining, and upgrading the company's systems specifically regarding the infrastructure, or focusing on Microsoft applications in my second rotation. Also, during my two rotations, I was tasked with completing a Project with interns on upgrading the CTC framework.

## RESPONSIBILITIES

- Fix and Upgrade Servers through virtualization
- Increase Automation with use of scripts
- Analyze currency and improve in all applications.
- Troubleshoot User Issue involving Microsoft apps
- Meeting with managers to discuss possible positions



Figure 1. Progressive Insurance Employee Courtyard.



Figure 2. Progressive Insurance Campus.

## KEY MOMENTS

- Was able to experience working in the Progressive Insurance Data Center.
- Presented Intern Project in front of many higher-ups including the CEO.
- Was able to Experience working in industry and gain insight on the skills required after graduation.
- Using my knowledge from my courses at CSU. I was able to excel in scripting and writing programs.
- Learned new technologies and how to improve workflow within industry and personal life.
- Was offered and Accepted a Full-Time position as an IT Systems Engineer.



Figure 3. Progressive Summer 2022 Interns took a trip to Cleveland to attend a Guardians game at Progressive Field

## CONCLUSION

Overall, my internship at Progressive Insurance provided me with valuable experience and skills that will serve me well in my future career. I gained a deeper understanding of IT operations, especially within industry. The skills I learned at CSU, allowed me to succeed in a fast-paced environment. During my time at Progressive about many new tools and tech concepts that will assist me in my future career like automation and virtualization and showed an inside look at my future career. I am excited to continue using these skills in my career.



Figure 4. An Acceptance to a Full-Time Position.

## FUTURE OBJECTIVES

I am excited to announce that Progressive has offered me a Full-Time Position as an IT Systems Engineer Associate starting in late Summer 2023. The specific team has not been assigned; however, I am excited to use my learned skills from CSU to help me excel in their environment.

### References

"Progressive Insurance Headquarters." Hines, [www.hines.com/properties/progressive-insurance-headquarters-mayfield-village](http://www.hines.com/properties/progressive-insurance-headquarters-mayfield-village). Accessed 29 Mar. 2023.

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