INTERNSHIP COORDINATORS

Ashley Bowen  Therapeutic Recreation
Brad Harris    Experience Design & Management, Experience Industry Management, Nonprofit Management Minor
Caroline Thorn Master of Information Systems
Cristie Wood  Business Management, Pre-Management
Julie Averett  Master of Accounting
1 College Internship Statistics
3 Alyssa Smith, Accounting
4 Eric Soza, Accounting
6 Kathrine Jensen, Accounting
8 Nathan Sean Bennett, Business Strategy
10 Jaime Nielsen, Experience Design & Management
13 Kaylee Jorgensen, Experience Design & Management
16 Mallory Moss, Experience Design & Management
18 Nicolas Tyler Jeppesen, Finance
19 Austin LaHue, Global Supply Chain Management
20 Mac Strachan, Human Resources
21 Nicole Tucker, Information Systems
22 Madison Brandie Robertson, Information Technology
24 Hadley Beatrice Gordon, Pre-Business
25 Sage Sutton, Pre-Business

*These stories were submitted by the students via survey. If your department is not represented, then we did not receive a suitable response from your interns. The college internship statistics only reflects internship courses where the students completed an internship application before enrolling.
DEPARTMENTS

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548 INTERNS
2019: WINTER • SPRING/SUMMER • FALL

TOP 5 PROVIDERS

1. BYU On-Campus (69)
2. Pricewaterhouse Coopers LLP (16)
3. Deloitte (16)
4. Ernst & Young (8)
5. KPMG LLP (7)

IN 22 STATES
For my internship I was a tax intern. I prepared many different types of returns including C-corps, S-corps, partnerships, and individuals. I also was able to help with various other projects. It was an awesome experience. Tanner is such an amazing company! My group of interns were able to advance fairly quickly, which was fun because we got to work on harder returns, learn A TON, and feel like we were really benefiting the team with our work. We were treated just like any other staff member.

I’m gonna talk about two of the most useful things that I learned. One is problem-solving. In the beginning of my internship I asked my buddy lots of questions which helped me to learn quickly. After some time I was able to start to figure out the issues on my own which was a very satisfying feeling and very helpful in the workforce! The other important thing I learned is how important it is to connect with and build relationships with those you work with.

I definitely learned a lot about professionalism. This includes things like being on time, working effectively, and interacting with coworkers. In my job it was very much a self-discipline type job. No one was watching me at all hours of the day to make sure I was getting my work done. I needed to be proactive and self-motivated. Even though I only had one tax class before this internship it was very helpful in giving me a basic understanding of some of the tax concepts and regulations. It was cool being able to apply these things that I learned in real life.

Yes I recommend this internship!!! The people at Tanner are amazing. Even though I was an “intern” I still felt like part of the team and that I was contributing to the bigger picture instead just doing menial tasks. I would 100% recommend this internship to anyone.
I performed various audit procedures, which consisted of tie-out of financial statements, competency reviews of control owners, walkthrough documentation, fraud inquiries, income statement analytical procedures, etc. I was able to experience various aspects of the audit and quarterly reviews. For example, I was given the opportunity to work on technology that could make the audit more efficient, such as tools like Alteryx, UiPath, and Tableau.

I learned how to succeed in a corporate and professional environment. I learned how to handle my relationships with coworkers and supervisors and how to receive feedback and improve on a daily basis. Communication was key during my internship.

"Throughout my internship I was provided with real-time feedback and I had clear moments where I was able to take that feedback and reflect on ways that I could improve.”

I learned communication skills, time-management skills, and interpersonal skills. These were key for my success and will be necessary for my continued success throughout my career. I also gained more technical capabilities in my field that will be useful going forward. I had a large base of technical accounting skill that allowed me to focus on other aspects of the internship, like learning specific systems at PwC, instead of worrying about basic concepts. Throughout my internship I was provided with real-time feedback.
and I had clear moments where I was able to take that feedback and reflect on ways that I could improve. I had a drive to be the best intern possible and took every opportunity to improve. So after my first formal feedback was given to me, I took the aspects to heart I really needed to work on and sought ways to improve.

“I learned how to handle my relationships with coworkers and supervisors and how to receive feedback and improve on a daily basis.”

I had a wonderful experience and learned a lot. I highly recommend all accounting students try to intern with a Big 4 accounting firm, and I highly endorse PwC.

Eric Soza (right)
I did an internship with KPMG, a major public accounting firm. I was placed on an audit team whose responsibility was to look at the financial statements of a company and provide reasonable assurance that those statements were materially correct.

I worked on a healthcare client for the majority of my internship, so I learned a lot about healthcare. I worked on a variety of accounts for this client, including cash, self-insurance liability, pension liability, debt, derivatives, expenditures, and many more.

The test-work we performed for each account was slightly different, but, in general, I had to obtain evidence that all transactions that should have been recorded related to that account were recorded and that all transactions that were recorded did actually happen. I couldn’t test every single transaction, so I heavily utilized sampling techniques to provide the needed assurance. I obtained some evidence from the client and some evidence from relevant third parties.

One of the requirements for an audit is that the PCAOB should be able to look at your work and come to the same conclusion that you did, so I spent a lot of time documenting the test-work that we had completed. Towards the end of the audit, I tied all of our test-work to the draft financial statements. Because of my work and the work of the whole team, the audit was completed and the financial statements were issued on time.

The most useful thing I learned was how to work in a team. Teams are a huge part of auditing, and my professors have tried to prepare us for that by having us always work in groups. However, actually being on a team in the workplace opened my eyes to ways that things can go very right and ways that things can go very wrong. I was particularly happy to learn that there were plenty of ways to have fun with your team while still doing your job.

During my internship, I was able to apply what I had been learning in my classes to real-world situations. Solving these real-world problems was so
much more satisfying than completing professor-created tests. I was able to see how my classes are giving me the prerequisite knowledge to be successful in the future, which provided me with the motivation to make it through my last year. My coursework for my major gave me the necessary background to do the work I needed for my internship.

I did have to quickly understand a lot of client-specific information and firm-specific processes, but the basic understanding of auditing that I already had from my classes helped me to have a framework to place all the new information in.

I increased my communication skills as I worked with the members of my team and the client. I often had to ask the client for information or documents, both through email or in person, and I had to be respectful of their time while still getting what I needed to do my job.

I also increased my technical skills. We used Microsoft Excel and Adobe PDF extensively to analyze data and document our results. The environment was very positive even when we were working long hours. I had to use what I had learned in a variety of classes to complete my work, and it helped me to understand how all the different subjects fit together.

“Solving these real-world problems was so much more satisfying than completing professor created tests.”
At Clarke Capital, I learned to be comfortable outside of my comfort zone in the business world. I spent significant time putting together pitch decks, performing market analysis, studying business models, and analyzing potential deals. As soon as I felt comfortable doing one of the tasks, I would be assigned to a new project.

“He didn’t ask me if it was good work, he asked if it was the best that I could do...I’ve applied that lesson to all other aspects of my life since that day.”

Through this, I obviously developed a lot of hard skills that I am grateful for because they will help me land jobs in the future. However, the soft skills are even more valuable to me. My supervisors at Clarke Capital placed a lot of emphasis on responsibility. That meant that if you volunteered to take the lead on a project, you would get it done, you would do it right, and if the project flopped, you were the one who had to take the blame for it. Working in that environment was very rewarding, because each project that we finished was something we could be proud of.

The most useful thing I learned during my internship came from our managing partner asking me a simple question. After staying 6 hours(!) after my shift, I had finally finished my project. I printed it off and walked in to his office to give it to him. Without looking at it, he asked me “Is this your best work?”. I paused. He didn’t ask me if it was good work, he asked if it was the best that I could do.
Without saying a word, I picked up by 15 pages and returned to my desk to make sure what I gave him really represented my best efforts. I've applied that lesson to all other aspects of my life since that day. I've asked myself if that was the best I could prepare for church, or if my study habits really represent my best efforts. That one simple question helped form the way I see the world. They helped me to know what points to analyze in a business model, how to improve a business model, how to make professional presentations, and how to use basic office applications like Microsoft. I also learned modeling, powerpoint presentations, live presentation skills, and how to be self-sufficient in the work place.
I was brought on to help with Podium’s first 3 day conference. I worked with the hotel to make sure all catering, room set up, and entertainment was finalized. I also made email templates to send out to attendees and worked with our creative to design the event. Along with my boss we set up countless meetings with our sub-committees, up to the executive team. Since this was going to be a high profile conference, I was under a lot of pressure to make every interaction with the attendees flawless. I scheduled flights and transportation, swag and favorite snack room drops, speakers, and a group of 10 Podium employees who made up the
dream team (each dream team member was assigned 5 attendees to make sure they were being taken care of). I sent out post-event surveys internally and to the attendees. The event was such a success, my boss and I are planning another one for this October.

In the meantime, I have been put in charge of the retail and hospitality vertical, where I set up, register, and sometimes attend trade shows and field marketing events. This can also include sponsorships and speaking opportunities!

The most useful thing I learned is how to be able to work with people and that I have the power to improve and impact the value of what I do. I have been able to apply myself and work with people who have given me the opportunity to design the first of many conferences with Podium. I have learned so much from this experience so far and look forward to improving upon it. As I value all the relationships I have build, I have also learned that what I have to give is important, and what I do is making an impact on the company.

The opportunities I have had outside of the classroom have helped me practice what I have learned in school. I have always struggled in school with all the tests and bookwork, but when I

"The most useful thing I learned is how to be able to work with people and that I have the power to improve and impact the value of what I do."

Jaime Nielsen preparing for an event.
have been able to grow my education in experiential learning, I have been able to better understand the world and learn from amazing people who I otherwise would have never met.

Creativity was an important skill in my internship. My job requires me to work outside the box and come up with new and creative ideas that will make our events stand out. The ability to journey map attendees expenses is huge in helping me understand all barriers that could arise.

Another important skill is being able to communicate with co-workers and customers in difficult or sensitive situations. As I have sat in on and conducted many meetings the last couple of months, I have learned there is always a way to conduct yourself professionally, even when others are not. Along those lines, I have grown confident in my ability to give my input and share it with others.

Work is sometimes challenging, but fun, and I am learning a lot.

“**My job requires me to work outside the box and come up with new and creative ideas that will make our events stand out.**”

I gave the ‘Overall Rating of Internship” a 4.5 because I wish I would have received a more in-depth on-boarding, but they are growing fast and I think they are having a hard time keeping up with all the people they are hiring. The only thing is that I haven’t been able to use my nonprofit education at Podium, because up to a month ago they have never really been involved with nonprofits. But I have been talking to the VP of marketing and PR and we are hoping to change that.
I was an outreach specialist. I was in charge of managing the social media accounts for the company, writing the monthly newsletters, and planning events to reach out to the community about Utah Lake. I held a Dutch oven cooking class out at Utah Lake, fully run and organized by myself. In addition, I did graphic design for the company. Currently they have no one with design skills on staff, so I was able to step in and create logos, t-shirt designs, sticker designs, etc.

The most useful thing I learned during my internship was to not be shy about my skills and abilities, even if they reach beyond my original job description. I learned this especially as I began doing graphic design for the company. At first, I was hesitant to share my skills because I would not consider myself an expert in graphic design. However, my boss and supervisor were stressed about getting a t-shirt designed for an upcoming event and the freelance designer they hired did
not execute a very good design. I piped in on the conversation and offered to try designing a t-shirt, telling them that I just completed an experiential marketing course where I learned the basics of the Adobe Creative Suite (InDesign, Illustrator, and Photoshop). In addition, I had made some t-shirt designs during my time in high school as well. They hesitantly allowed me to give it a try, and were presently surprised when I can back with multiple designs that they really liked. Since I decided to share my skills, I was then asked to create logos, as well as other t-shirt and sticker designs, for the company throughout my internship. Also, as I have neared the end of my internship, the company has asked me to continue to be their designer after I finish my internship. I am excited to continue this, as it will help me to continue growing in the field of graphic design. This opportunity will help me to build my portfolio as I begin to start my own graphic design business, which I never would have considered doing before getting all of this design experience at my internship. And to think, this all started from me having the courage to share my skill, even though it reached out of my original job description.

I developed greater work ethic. I also learned presentation skills as I had the opportunity to present to the Utah Lake Commission governing board which included multiple Utah city mayors and councilmen. Another skill I learned was largely communication skills. I learned how to contact partners of the organization, interview brand advocates, and talk with other people who had much higher authority than I did. Last, I learned greater supervisory skills as my internship made me in charge of all of the volunteers for our Utah Lake Festival. My experiential marketing course prepared me the

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most for the graphic design portion of my internship. It is what launched me into my ability to create graphics for the company. In addition, all of my prior courses in the Experience Design and Management major helped me prepare
for my internship. I learned the basic of planning and create experiences. I learned how to market an experience/event, and I learned how to work with customers to provide the best experience to them, no matter what the situation is.

There were specific tasks assigned to me throughout my internship and they were always thoroughly explained to me prior to my beginning the assignment. This was helpful because I always knew the end goal of the projects I was working on, which ultimately helped me to work harder and achieve a better end-goal.

Yes I would recommend this internship. It is a very hands-on internship where you get to take the lead on your own projects as long as you are following the return-and-report policy at the company (essentially returning and reporting assignments you are given or have a desire to complete). In addition, you get out of the office and get to enjoy the company perks throughout the internship as well (for instance, I just went sailing this morning for work).
I interned for Nicole Kooistra, the event coordinator for the BYU Marriott School of Business. My tasks included planning and executing events for the college faculty and staff as well as for the National Advisory Council. I had the opportunity to have my hands on the event from the beginning planning stages all the way through the closing up of the event. I worked with budgets and organized different vendors and created registration websites and surveys. This internship taught me a lot of new skills and also helped me to refine some of the skillset that I started with.

I learned how to delegate, which has helped me to find greater success in planning and executing events. I was always too afraid to delegate because I wanted things to go perfect and if something went wrong, I could take accountability for it. But with learning how to delegate assignments out, I experienced less stress and the whole process moved more smoothly. I also learned how to delegate according to strengths, so I was able to learn about my coworkers more and see them in environment that they succeed in.

I definitely learned how to network with others and the way to approach that. I also learned how to conduct meetings and be accountable to those that I am working with and for. My courses were able to prepare me in teaching me how to have a business mindset. I definitely was able to find application for my experience design classes, but I realized how important all the pre-requisite classes were as well. I’m grateful that I had those classes to teach me the basics instead of going in with no accounting, finance, or marketing
Yes, I recommend this internship! The deans office is such a good place to work! The environment is wonderful and the people are incredible and so helpful. They are focused on the success of the students and any of them, even if they aren’t my direct boss, was so willing to help me with anything that I needed. It was also a really neat opportunity to work so closely with the deans and to get to know them.

knowledge. I was able to integrate my course knowledge into my internship experience and see how it works in the real world. For example, I was able to use the design thinking process, a process we studied a lot during the junior core, on a regular basis during my internship. Having that knowledge to start with was beneficial and I had already practiced it in class so I was able to integrate my learnings there to my work in the deans office.
I was a financial analyst co-op. My internship lasted for 7 months. I was equal to a new hire in terms of my work. I performed monthly reporting for 4 contracts with an average value of $16M in backlog. I was in charge of managing the cost and revenue for my contracts and processing the necessary accounting journal entries to maintain its financial health. I was able to learn how to pitch a financial portfolio in a corporate finance environment.

This experience taught me what a large company cares about in their financial reporting. I was familiar with the basics of accounting and was able to understand the business terminology that I experienced daily. I was also semi-

familiar with the coding that was required for my job. The important skills I learned were coding, financial analysis, financial reporting, and accounting acumen.
During my internship, I assisted the BYU in the hiring of new employees, updating timesheets, training new employees, and general office work such as answering phone calls and emails, and updating the meeting calendar for supervisors.

The most useful skill I learned was how to effectively communicate via email using appropriate language and professionalism. This skill led to increased keyboard typing speed as well.

Grammar, syntax, and professionalism via email, confidence in speaking over the phone, increased typing speed, and the ability to maintain multiple tasks under pressure. The general business classes I enrolled in helped me to understand the positions of various supervisors at the BYU Store. This includes the accounting and marketing departments. The knowledge gained prepared me to assist supervisors in hiring employees for specific positions within the company.

I would recommend it if a student is interested in pursuing the field of Human Resources. By completing this internship I learned that it is not the career for me, however I would still recommend the experience for those who are interested.
This was a fantastic intern experience. PetSmart values the work and ideas of interns and considers us associates who are capable and bright. They give us important projects to work on and coach us to success.

The culture is unlike any corporate setting I have ever seen or heard of; everyone is kind, inclusive, collaborative, unique, accepting, and extremely talented. There isn’t really any inside competition between employees and everyone works pretty well together. I really enjoyed getting to know many people across the business and building great partnerships that led to cooperative efforts that enhanced my project. I learned a lot and was able to grow in a safe and supportive environment.

Networking and relationship building is key to collaboration and success. I wouldn’t have gotten much done if I relied only on my limited abilities; in partnering with various people and departments we were able to see a lot of work take place and my project made some progress.

Some skills I learned are networking, communication, and collaboration. I learned vocabulary of other disciplines so I could speak to people in that field. I learned in my psych classes to communicate and think critically. In my business classes, I got a foundation for the corporate world and learned what to expect there.

Yes, I recommend this internship—it is the best! If you have any passion for pets and people and are willing to work hard in a fast-paced, collaborative environment that stretches you, PetSmart is the place to intern.

Mac Strachan (left)
I moved to New York City last week. I’m living here on my own while my husband is living in Virginia for his internship. Today was more first day or orientation but AmEx has a great culture! I’m excited to get working on my project for the summer in full stack web programming!

The most useful skills I learned were hard skills (new programming languages), leadership, and professional development.

I also learned about collaboration, networking, relationships, and real world application of skills and knowledge gained through course work.

It is an amazing place to live for a summer and an amazing company culture and great pay! (They give a living stipend to help with NYC expenses).

“I also learned about collaboration, networking, relationships, and real world application of skills and knowledge gained through course work.”

Nicole Tucker in front of the American Express building.

The American Express Tower
Interning at Adobe was a great experience. On the Network Engineering team I automated tasks that were often time consuming for the Network Engineers and automated the aggregation of data for my manager so he could make better management decisions in the business. I also spent a great deal of time working with the security team to help meet compliance standards necessary for customer relations and trust.

“I once knew what I was doing and saw a clear path on how I could accomplish the goal, I loved coming to work.”

I was able to accomplish most of what I set out to do. I did not get to some projects, but I was able to complete a lot of what my manager had wanted. Some of the greatest praise came from building a tool and then seeing my co-workers use it on a daily basis. I learned not to be afraid of asking questions.

At the beginning of my internship, I didn’t ask a lot of questions. I assumed that everything I didn’t know was from my lack of ability and knowledge, so I tried to “brute force” my way, Googling everything I could and not getting far. As soon as I began asking my co-workers and assigned mentor clarifying questions about what I was working on, why it was a problem and how they would start the project I was assigned, my performance accelerated dramatically.

When I didn’t ask questions and I didn’t know what to do or how to do it, I felt frustrated, inadequate and I hated going to work. However, once I knew what I was doing and saw a clear path on
how I could accomplish the goal, I loved coming into work, I felt confident and it was almost easy getting things done. There is a lot to be said for trying to do things on your own and figuring things out by yourself, and I believe that did help me learn faster than I would have by not trying new things.

If I could go back though, I would tell myself to consider asking a co-worker a question before asking Google. The courses I’ve taken equipped me with the basic principles I needed in order to know what my co-workers were talking about and how to apply our goals to simple processes. In addition, working through hard labs and homework problems ingrained in me a confidence that I can do hard things, as well as the ability to critically think through what I am doing, why I am doing it and how it needs to be done. I learned how to connect with people on a professional level. Not all of your co-workers have to be your best friend and it might be weird if they were. My internship helped me develop that ability. In addition, I learned how to work with collaboration platforms like JIRA.

As part of the Summer part of my internship, Adobe flew all of the interns to their headquarters in San Jose. It was a great experience and I had a lot of fun meeting new people. The first photo I submitted is a professional photo, the second is a picture of me in the “Create” upside-down room they have in the San Jose office.
I had an incredible semester in Washington DC! Some of the tasks I performed were: Communicate with constituents via phone and email (answering questions, defending policy decisions, etc.); design posters for events and legislative projects (designed poster for Jell-O with the Senator, designed new email header for a daily in-office news report, designed template for new project the Senator wanted to start); organize files, supplies, and correspondence (I became known as the ‘organizer’ of the office - and ended up spending a good amount of time reorganizing the front desk supply closet, the Senator’s book shelf, and the storage attic).

I was able to work directly with Senator Lee’s Communications Team and the Senate Steering Committee. I attended meetings, took notes, completed research projects, and attended special events. I learned that although Washington DC, and especially the Federal Government, gets a bad rap, everyone is trying to make the world a better place. I don't always agree with how they want to do that, but I should appreciate the effort. I used the skills gained in my communications class in writing and research, some of the organizational skills gained in my business classes, the political science skills gained in my Civic Engagement classes, and professional memo writing.
I am participating in the internship right now. I am in charge of all marketing endeavors and planning. I have created brochures, and business cards and am currently working on their website. The company will start to participate in trade shows, and so I will be a part of that. I have also been trained in the actual service of the business.

“It’s important to understand what your purpose is and how you can fulfill successfully all those responsibilities.”

It’s important to understand what your purpose is and how you can fulfill successfully all those responsibilities. It also showed me the importance of strategy and working with other employees.

It teaches me real life examples of marketing. Yes, I would recommend this internship, because it is very hands on. It is a startup company with little to no previous marketing application. I had to look at all aspects of marketing instead of just on one thing.