Shanise Essex

12/13/09

5th hour

My professional internship experience has been really great and helpful. Coming into the class, I didn’t expect to learn as much as I did and leave with a job. I thought all the preparation work was very helpful. It allowed me to revise my resume, fill out applications correctly, and improve my interviewing skills through the mock interviews. The pre-internship class/course was needed and appreciated.

I really enjoyed my internship. The field I wanted to into is Psychology so I found place a counseling office. I worked at Sonoran Life Solutions. I usually worked about nine hours a week. I did basic clerical work. I answered the phone and handled scheduling current clients as well as intakes. I sent claims out to insurance companies and billed clients. I also did faxes when needed. I learned how to use the program Helper, which is a database that holds all the patients with their information and diagnose. On there, I enter service tickets and billed credit cards if needed. I also did research for counselors when asked.

From my internship, I learned phone skills since I answered and returned calls. I also work with people when scheduling appointments and also while on the phone. I’ve learned that I’m a fast learning and pick up things fast and easily.

Overall, internship has been very beneficial. It allowed me to gain some work experience to add onto my. I’ve also gained and learned new skills and now I have a part time job with Sonoran Life Solutions. I plan on taking everything I have learned in the past five months and apply them in the future.