

Professional Preparation/Resumé

Megan Burke's Pages

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Con Edison Internship

This is a journal including my experiences, questions, feelings, and tasks accomplished during my summer with Con Edison. A running record of the summer will allow me to look back and reflect on what I have learned, and how I have grown. This blog will keep track of my work related accomplishments and lessons learned throughout the summer.

Lockout Ends 8/8/2012

The lockout is over! We are back to our original projects, including **audits** and **embargos**. So far, I have trained two more people- Jennifer and Anthony. I enjoy teaching people new things, and sharing information. The district managers teach me how to do certain tasks and I take notes as they speak. Then, I either share the material with my co-workers through email, or create tutorials to be shared throughout the company. I want to try to **eliminate the redundancy** of the district manager's jobs. Instead of taking time to teach each intern each year, there should be a resource where the interns/new employees can access these instructions. This is why I began **creating these tutorials and guidelines**.

Posted by Megan Burke on 08 August 2012, 2:03 PM

Maybe there is such a thing as a free lunch 7/10/2012

As the strike continues, I continue to eat the free meals provided by Con Edison. For safety reasons the company tries to keep us in the office throughout the day by providing us with free meals. I enjoy free sandwiches and beverages every day now!

Each workday is more and more rewarding. Today I was recognized by one of the District Managers for being efficient and organized. I feel needed by the company and love to stay busy.

Two favorite tasks of the day:

1) **Training Alandria** (our new intern) on company procedures. I went through our computer system with her, and showed her our daily tasks. Training a new employee reinforces what I have learned, and I enjoy helping new additions to the company.

2) **Calling customers** who have been waiting and waiting for some kind of contact from Con Edison. Since I am comfortable with the computer system and available resources, I began to help each customer individually. I would look up their case in the Work Manager system, and then assist their individual needs. If I do not have the answer to the question, or they need something that I cannot provide, I simply look up their district and email the appropriate District Manager.

Today was a productive day, and I loved my job. Maybe I liked it so much because I'm getting the hang of it? I am really getting to know my co-workers, and am actually enjoying my work. All that and a free lunch!

Posted by Megan Burke on 10 July 2012, 9:58 PM

The Union Lockout 7/2/2012

My second month of work- the union gets locked out! This means that the company locked out the union workers since they could not come to an agreement in a timely manner. The union members collect unemployment, and the only people left in the office are management and interns. Working directly with management makes for an even better learning experience; working in an office with a lack of employees makes for more important work (not just intern stuff...) Today, I began taking the Customer Service Representative's calls. My job is to answer the customers and contractors questions, and relay any information they need about specific job cases. If I do not know the answer, I promptly contact the correct person and get the answer.

In addition to that, I have been working on closing out old cases that have not been touched in a while. This enhances my research and analysis skills since I am using technology and resources to find out information about each specific case. I am utilizing my problem solving skills with each case I close!

Today I trained a new intern. She was surprised when I said I'd only been with Con Edison for one month because "I seemed like I knew so much about the company already." I guess that means I am a quick learner!

Posted by Megan Burke on 02 July 2012, 8:17 PM

6/27/2012

I am starting to be more productive, now that I have learned the daily processes of Con Edison. Excel spreadsheets have become second nature, and engineering terminology is more familiar than ever! My first project was to reinvent the call sheet process. Keeping in mind that people normally don't like change, I decided to interview those who would be affected by the call sheet renovation and research their purpose. Research was always one of my strongest skills, and I found a lot of issues that needed fixing. Success is when all four of the district managers on the floor approve your idea, and agree that it will make their lives that much easier. The new call sheet process was created using Microsoft Infopath, which connects the daily form to a spreadsheet in Excel. So far I have learned more than I expected about the company, and am excited to continue improving!

Posted by Megan Burke on 27 June 2012, 9:11 AM

6/6/2012

Today I completed online training courses, attended the biweekly manager's meeting, and got a lesson in Excel. I learned how to use the company system, Logica, which keeps track of all the jobs Con Edison has completed, and is going to complete. I learned how important data analysis is to a business.

Two important lessons of the day:

1) **"People don't like change."** The managers at the biweekly meeting were strongly resisting the change of systems that Con Edison has decided on. Logica is a new system. They do not want to take the time to learn a new system, and enter data into this program. I have noticed that generally, people do not like change- especially when it is forced.

2) **"Communication trumps estimates."** This was seen in the meeting as well, where one manager stated that "because of communication, Con Edison met the service date" of a particular job. This means that the manager of the job was able to communicate with the customer, and workers to work out a realistic service date, rather than just estimating the date. I understand that communication is necessary in every aspect of life, whether it be professional, social, or educational.

Posted by Megan Burke on 07 June 2012, 4:07 PM

Orientation 6/4/12

Today, for the first day, I traveled into Manhattan as an employee. This time I was not going into the city to shop or go to a restaurant with the family; I was going in alone to begin my adventure as a Con Edison intern. I prepared the night before (set alarms, got breakfast ready, looked up the train schedule, packed a notepad and pen, and double checked that I had my monthly train pass.) I woke up this morning, put my new dress on and got on the train. I journeyed to the job, met all the other interns and suddenly did not feel so alone. Everyone else did the same thing as me, and they were on a similar track as I.

The day was filled with presentations, paperwork, and new faces. I felt excitement, nervousness, and a feeling of youth as I began my first job in the city. I realize that I am young and have so much ahead of me. There is so much to learn, and so much room for growth and improvement. Tomorrow, I will commute into Manhattan again- this time a little less nervous, and a little more familiar!

Posted by Megan Burke on 04 June 2012, 7:21 PM

Resume

MEGAN BURKE

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Education:

Pace University, Pforzheimer Honors College, Pleasantville, NY

Bachelor of Business Administration, Major: **Business Management/Public Accounting**, June 2014

Overall GPA: 3.68

Completed Coursework: Computing, Contemporary Business Practice, Public Speaking, Managerial Accounting, Principles of Marketing, Writing in the Discipline, and Elementary Calculus

Dale Carnegie Leadership Course

In Progress: Cost Accounting, Managerial and Organizational Concepts

Professional Experience:

Pace University Academic Technology, Pleasantville, NY

1/12- Present, ePortfolio Intern

- Completes basic office duties
- Instructs faculty and students on digital storytelling tools and ePortfolio functions
- Drafts blogs to educate the Pace community on new technologies and updates
- Collaborates with others to develop ePortfolio further

Pace University Fitness Center, Pleasantville, NY

11/11- Present, Front Desk Associate

- Assists building clientele through friendly customer service over the phone and in person
- Demonstrates knowledge of using computer systems, and general office equipment
- Responsible for cash processing procedures

Ottos Sea Grill, Freeport, NY

5/11 - Present, Waitress

- Develops positive relationships with customers, supervisors, and co-workers
- Fulfills all duties pertaining to customer service and food preparation
- Satisfies customer concerns and complaints through conflict resolution
- Trains new employees in company procedures

Merrick Mall Diner, Merrick, NY

9/07 - 6/10, Waitress

- Responsible for receiving and delivering food orders in a fast and friendly manner
- Responsible for delivering excellent customer service
- Held responsibility to maintain cash register accuracy
- Earned the trust to close the store

Cravings Deli, Plainview, NY

6/07 - 9/07, Counterperson

- Prepared and organized catering orders
- Used creative skills to display and wrap products
- Served coffee, smoothies, and bakery items
- Priced grocery items
- Handled cash register
- Cooperated with customers, management and co-workers to create a positive environment

Pace Leadership & Volunteer Activities:

- Last Hope Animal Shelter, volunteer
- Students for a Smarter Planet Club, member
- Honors College, Wrapping Gifts for underprivileged children

Host Halloween Party, for underprivileged children

- American Red Cross Volunteer, trained with the Westchester chapter to handle emergency situations.
- RockCanRoll, Collected canned goods and monetary donations, for local food shelters.

ePortfolio blog for Pace University

ePortfolio at Pace

Discussion space for the ePortfolio Initiative at Pace University

1. Mark Your Calendars: ePortfolio App to be Featured at iPad User Group Meeting!
2. And the Winners are...
3. ePortfolio On-the-Go: How to Add Content From Your iPad and iPhone!
4. Why Choose ePortfolio
5. A Chance to Win the Spring ePortfolio Contest
6. Paving the Way of the Future with E-Portfolios
7. Get Your ePortfolio Edge!
8. Forget Resumes- Create an ePortfolio!
9. Join the Upcoming ePortfolio Pizza Sessions!
10. Check it Out!

Last updated on 27 August 2012, 1:16 PM

Con Edison Payment Flowchart

Processing...ntractor

Here is a flowchart which I created for Energy Services administrators. When I began my internship, there was no written process for processing payments. This was a problem because only a small group of people knew how to process these payments. If these people are on vacation, or decide to retire, nobody will have the steps to complete this task. I took it upon myself to interview a district manager on the process, record it, and create a written process. I believe that companies should have shared information so the company does not fully depend on one employee.

size: 33.8KB | Wednesday, August 08, 2012

Con Edison Embargo Tutorial

Embargo Instructions

Here is a tutorial that I created while interning at Con Edison. This benefits the company because it eliminates the annual task of teaching new employees how to prepare for the holiday embargo.

size: 734.4KB | Wednesday, August 08, 2012

Feedback:

0 comments

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