



REFLECTION OF INTERNSHIP

My internship with McDonald Insurance Group has given me invaluable experience learning from insurance professionals in an on the job setting. I entered this internship with absolutely no knowledge of insurance. I had never shopped around for coverage, looked at a policy, or realized the vast amount of things which need insurance coverage. The people I met at McDonald Insurance Group have been helpful, friendly, and most of all eager to share their years of knowledge within the industry.

During my internship, I was given a broad introduction to a large range of careers not within the insurance field, but in a typical business. Within the office of McDonald Insurance Group, I was introduced to the careers of agents, producers, and managers. In addition, I learned about their support staff which includes accountants, receptionists, and information technology professionals. These are jobs which are not exclusive to the insurance industry, but can be found in virtually any professional office. This introduction to a variety of careers has helped me to further determine my own career path. I was able to job shadow and decide if it was a job I could see myself at in the future or something I felt would not be a good fit for me.

Within the insurance field, I learned about the different types of insurance coverage which are offered to consumers. The three main divisions of insurance are commercial, personal, and health and life. I spent time viewing samples of each of these sections of insurance and seeing how they differ. Each field has its own unique area to best cover the consumer.

On multiple occasions I visited other insurance agencies to experience how their company operated differently from McDonald Insurance Group. Each agency has specialties which they prefer to write within the insurance field. For example, McDonald Insurance Group is known to be an industry leader in writing medical malpractice insurance. Not only did I go to other agencies, but I visited a wholesaler, who writes insurance for items which are difficult to insure or do not fit into other policies. I spoke with other industry professionals in the Office of the Insurance Commissioner. I believe that through all my interviews with people in the insurance industry, I was able to see the vast variety of job options that are available. The industry is constantly changing and adapting to the market demand. Personally, this is a



requirement of mine for a career as I need to feel challenged and need to continue to learn on a daily basis.

The internship has been incredible not only for the knowledge I gained within the insurance industry, but it has allowed me to see how a business functions on a daily basis. Lynette not only showed me the in and outs of insurance, but gave me an overall picture of McDonald Insurance Group as a business. I saw the daily tasks that the front desk and receptionist are accountable for, how the human resource department handles new hires and deals with employee problems within the company, how accounting balances the books, how payroll cuts the employees their checks, and how the information technology department maintains the server and systems within the office. I have been taught in a classroom about all of these areas of business and how they should function, but it is not the same as the hands on experience. This may have been the most valuable knowledge I gained from my internship because it does not only apply to insurance, but the similar business practices that could be seen in another business.

I have always believed it is important to see the big picture of things and this internship has allowed me to see the big picture of how a business functions. Not every student in the College of Business and Economics has the opportunity to have an internship where they receive hands on experience, but I believe it is more valuable than anything that could be taught in a classroom. In the future, I want to have a job somewhere in the business field and I strongly believe this internship will give me a leg up. I can explain to a future employer that I did more than simply sit in a classroom and memorize facts but I had hands on experience within a business and gained invaluable knowledge through learning not only the workings of insurance industry but its business operations as well.

Through my internship, I have gained a number of valuable contacts in the insurance industry. It is a career path I could, without a doubt, see myself continuing to pursue. It is constantly adapting, changing, and providing a unique challenge. Through my interviews, most of the people within the field explained that this is the only industry they have ever been in. Once they started in insurance, they enjoyed it enough that they never saw a reason to leave. With such a wide variety of careers someone could have within the industry, I could see myself never losing interest in this field.



I plan to continue to pursue a career within the field due to the incredible experience I had with this internship. This summer I would like to continue interning within an insurance company or be hired on as a member of the staff. Throughout the internship, I networked within the industry and gained a few valuable contacts with whom I hope to discuss potential employment opportunities. I am excited about a future career and I believe my excitement is due to the experiences I had through this internship. I found an industry I would thoroughly enjoy working in and gained an understanding of business I would have never been able to grasp within a classroom.