

Software Development Internship at Progressive Insurance

Emily Zhao



Choose **Ohio** First

INTRODUCTION

As a Software Development Intern at Progressive Insurance, I worked in the Claims IT department on a Next Gen Claims team. I developed and maintained an Angular web application which was used by Claims representatives for their day-to-day responsibilities. For my collaboration project, I was placed in a team of six interns to work together and develop a CloudOps chatbot hosted on Microsoft Teams. I also participated in a ten-person team of interns where we worked to design and produce the Intern T-Shirt for the summer.

LEARNING OBJECTIVES

The main learning objectives of this internship were to engage and prepare the interns for what a full-time position would be like at Progressive. This included lessons concerning the company culture, workflow, and the technical scope of a software developer.

RESPONSIBILITIES

- Next Gen Claims Team Development Work
- Agile Methodology Team Meetings
- Intern Project Work & Presentations
- Collaboration Project Work & Presentations
- Intern T-Shirt Team Project Management



Figure 1. Progressive Insurance not only overcame challenges of COVID-19 by keeping their internship program remote, but also, they were named to the Fortune 100 Best Companies to Work For 2021 list.



Figure 2. Progressive Insurance Logo.

APPLICATION OF COURSE CONTENT

The difference in technology stacks used in industry and the frameworks taught at CSU did not prevent me from being able to apply the fundamental concepts I learned through my academic and personal studies. Progressive uses cutting-edge technology to be at the forefront of the market, and I would be open to having CSU modernize its content to reflect up-to-date practices in industry after speaking with interns from other universities. I built upon both my technical and soft skills during the internship.

SUMMER 2021 INTERNS!



Figure 3. In honor of National Intern Day, Progressive celebrated by featuring all of the interns on their LinkedIn and internal company pages.

LESSONS LEARNED

There are many challenges that come with remote work, and one of the main lessons I picked up on was that of communication. There has never been a smoother form of communication than sending a Microsoft Teams message, but it is crucial to verbally inform coworkers of any necessary details in order to maintain transparency. Creating a space for informal discussions can simulate more of an office culture, even if team members are working in different time zones.



Figure 4. The logo that I designed for my Intern Collaboration Project of developing a CloudOps chatbot hosted on Microsoft Teams.

FUTURE CAREER OBJECTIVE

I was fortunate enough to receive and accept a full-time offer that starts upon my graduation from Cleveland State University. My current career objective is to pursue a path at Progressive which may ultimately lead to a technical project management role. The company culture has been terrific, even during a remote internship.

ACKNOWLEDGEMENTS

I could not have completed this internship without the amazing advice and coaching from my great support network: my mentor Jake Weidokal and coworker Jesse Taylor (and my whole dev team)! I would also like to give a shoutout to my intern resource manager Dan Potter, Susan Perrier my product owner, Nena Malone my project manager, and Jane Shaw who coordinated the internship program!

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