

Veronica Maro
Internship Paper
U.S. Steel

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Acknowledgements

I would like to thank Youngstown State University's Career Services for providing me the information necessary to test and interview with U.S. Steel. Also, Dr. Karen Duda and Tom Bodnovich, my internship advisors, for working with me throughout the course of my internship. Lastly, I thank all the people I work with and have become friends with at U.S. Steel. They have helped make my learning experience a pleasurable and worthwhile one.

Introduction

U.S. Steel's Student Employment Program hires new students each year from over 40 universities. In order to be eligible for a position, the student must be full-time working toward a Bachelor's Degree or Post Baccalaureate Certificate, have completed certain fundamental computer classes, pass a written Programmer's Aptitude test, and participate in a personal interview.

Through Career Services' email notification, I became aware that U.S. Steel was coming to YSU to recruit interns. I signed up to take the test which consisted of two parts: one mathematical, and one of flow charts. The math portion was rather abstract dealing with a lot of fractions and algebra. It was not difficult, but little time was allotted for its' completion. The second portion consisted of incomplete flow charts and choices of what would correctly complete the logical flow of information.

After I found out that I passed the test, I went through a personal interview. A few weeks later, U.S. Steel sent me a letter of acceptance and I was scheduled for a physical examination and drug test. I was to report to work on May 20, 2003 for orientation. During orientation, we learned a little about the company, paper work, logging our hours in the computer system, dress codes and what departments we would be assigned to. I was the only person from our orientation assigned to the Order Fulfillment Systems department. I was given the name of our departments' co-op coordinator, Robb Pfeil, and told to report to him the next morning at 8 a.m.

When I met Robb the next morning, he described to me that basic functions of the Order Fulfillment Systems department and took me around and introduced me to everyone, including my Manager, Marty Reagan, who explained to me that I would be working under that direct supervision of Scott Munshour on the Configurator team.

Company/Agency Description

The United States Steel Corporation, a giant in the steel-making industry, is headquartered in Pittsburgh, Pennsylvania. The company was founded in 1901 by Andrew Carnegie, J.P. Morgan, Charles Schwab and Elbert H. Gary. Today, U.S. Steel is the largest integrated steel producer in the North America and the sixth largest in the world. Striving to be the best in the world by meeting and setting world-class standards, U.S. Steel seeks to make steel better, faster and more cost effectively. On my first day, May 20, 2003, U.S. Steel acquired the National Steel Corporation and all of its assets, strengthening U.S. Steel's competitive position as a global provider of steel products.

Organization Chart



Position Description

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My position is within the Order Fulfillment Systems department of the U.S. Steel Computer Service Center, located on Pittsburgh's South Side. Within this system, I am under the supervision of Manager, Marty Reagan of the Core Business Applications segment. Core Business Applications develop, maintain, and support the OPEX System. OPEX (Order Process Excellence) is the order entry process used by commercial sales personnel to enter orders for Sheet, Tin and Plate products on U. S. Steel producing plants. OPEX consist of several modules. Some of the OPEX modules are: Order Entry, Customer Profile, Pricing, Product Configuration, Order Changes, Sales Forecast and Reservation Guides. We also provide quality accounting service to our internal and external customers and fast and accurate invoices & shipping notices to our customers.

I am a member of the Configurator Team, which creates and maintains specifications and other related data that is necessary for the processing and production of a customer's order.

Discussion

I was offered an internship with U.S. Steel at the end of my junior year. To my benefit, I already had classes in, and therefore some familiarity with, SQL, Unix, databases, and various programming languages. This fundamental knowledge base enabled me to quickly build upon the basics that I already had some experience with. For example, U.S. Steel uses a programming language known as GSL that is unique to the corporation and shares some of the characteristics of C++.

During my time at U.S. Steel I have also been exposed to Oracle Forms Designer. I had no previous experience working with Oracle Forms, but without my foundational understanding of databases and their interaction, designing forms to support and represent these tables would be much more difficult.

My job duties as an intern change daily. Two to three times a week our team has the responsibility of running Net Files. In short, Net Files contain all the updates and changes that need to be made to our databases regarding the production of steel. In order to run these Net Files, certain Unix scripts must be run, and afterwards, several tests need to be conducted and documented to ensure that the additions and changes have been promoted from our Quality Assurance environment to our Production environment successfully.

On other days, my duties include making changes to the Forms used by our internal customers within the steel plants. There are also times when I need to write code to make changes in our GSL programs. On most occasions, however, I am testing and debugging. In order to do this, we run our programs simultaneously with a trace file. The trace file does just as it says, *traces* the actions that the program takes, allowing the programmer to pinpoint the exact location, and hopefully the reason, a program is breaking or not working accurately. To run these trace files, we work in an environment called Selling Point that runs programs one command at a time, showing where errors occur.

This semester my job duties have expanded some from the summer months. Now, most of the work that I do is with the writing, testing and debugging of rules that run the Configurator. As I test rules using Oracle and SQL, I often find discrepancies or mistakes that need to be taken care of. For

instance, I once came upon a rule that stated an order of steel with an oiling process of 'dry' selected with an oiling process of 'oil' was to default a member called 'oilamtdry'. Now, even with no understanding of steel and the steel making process of material identification configuration, it is plain that an oiling process cannot be both 'dry' and 'oil'. These two requirements contradict each other and therefore cannot be selected with one another. Thus, the rule is invalid and must be rewritten.

Not all situations are as obvious as the aforementioned, and must be researched further in order to uncover any problems. By doing this testing and research, I have gained a greater understanding of Oracle Forms as well as Oracle SQL*Plus. I am constantly cross referencing between the two to make sure that the information that is showing up in the application reflects or defaults the information in SQL*Plus.

In addition to this testing and rule maintenance, I submit weekly updates to my supervisor of the percent of rules that have been written, and how many are left to write. I have also included two additional columns on my Excel spreadsheet to show which of the written rules have been tested, indicated by their saved MID (Material Identification) number. This not only proves the rule has been effectively tested (in order to obtain an MID, the Configurator must be entered and information submitted), but also provides a reference number, should this rule need to be changed, or the specific selections of the MID need to be viewed for the creation, editing, or review of similar rules.

The most difficult aspect of my internship was training and relocation. Because the team I work on consists mostly of other interns, most of the information I was given, and the training I received, came from interns. In a way this was beneficial, because they were once in the same position that I am now. However, I felt that often I was told to do something without knowing why or how it worked. The more I worked, the greater my understanding has become, but because at first I was confused about how everything worked together, my learning was much slower than it had the potential to be. For these reasons, I think more formal training would benefit the intern program.

I was scheduled for a week of formal training classes in Unix. Although I was already familiar with many of the commands, this training helped reinforce that knowledge. Again in mid-August I had a class in Oracle Forms. This class was very beneficial, despite the fact that I had already been working on Forms

without formal training. Much of what I did was by trial and error; so this class will provided me with a greater understanding of Oracle Forms than I had to begin with.

When I came into the OFS department, I was placed in the cubicle of a worker that was on extended leave. When she came back, I was moved to another temporary location, of a co-worker on maternity leave. In the meantime I had to switch computers on three occasions. Soon, I will be moved to yet another location when the individual on maternity leave returns. This has brought about much confusion. Not only do I change locations, but switching PC's and software and getting everything set up so that I can actually do the work that I am required to do is a major task. With each move, there are technical problems that need to be dealt with. It would have been much easier to have one desk, one computer and everything thing I need to get my job done. For the past couple of months I have been at one desk, and it seems to be a permanent location. Since I have been here, it is much easier to stay organized and on track with my assignments.

When I first began my internship, I was planning on commuting from Youngstown to Pittsburgh daily. In the absence of traffic, this commute lasted an hour and fifteen minutes. After leaving work at 5 p.m. during rush hour, there were times when I didn't get home until 7 p.m. This commute was taking up much of my day, and I didn't want to drive it come the winter months, so I decided to find an apartment in Pittsburgh. Because of this, I decided to rearrange my schedule this fall semester, so that all my classes are on Tuesdays and Thursdays. I am glad I made the move; I now have an 8-minute commute to work and the chance to experience the city I work in.

It is customary for many interns to obtain full time positions with the company after the student has completed their degree. Presently, however, U.S. Steel is making cut backs and layoffs and not doing any hiring. Hopefully, this situation will change by May 2004, when I am expecting to graduate, but if not, it is unlikely that I will be offered a full time position. Still, I feel that the experience I have gained will provide excellent future opportunities, whether it is with U.S. Steel or any other company.

U.S. Steel also participates in the Regional Internship Program. This is a program that provides the interns across the city of Pittsburgh an opportunity to meet and see attractions around the city. Through this program, we were given the chance to go to the Warhol Museum, The O'Riley Theatre, The Pittsburgh Zoo, The Mattress Factory (A local Pittsburgh museum of contemporary art), a Pirates game and more. All of

these events were free of charge and a lot of fun. It was a great opportunity to see the city and meet new people.

Conclusion

My internship experience with U.S. Steel has been very positive and informative. I feel that I have gained much valuable work experience, and that I can take what I have learned here and apply it in the future. Additionally, I've had a wonderful time living in Pittsburgh, becoming familiar with the art, music, shopping, dining, nightlife and one-way streets!

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Future Learning

Upon completion of my degree at Youngstown State, I plan to attend graduate school, possibly at the University of Pittsburgh for either Organizational Behavior Management, Information Systems, or possibly, Educational Administration. After gaining more experience, I would eventually like to teach at the college level.

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Appendices

a. Work Schedule

Summer:

40 hours per week:

Monday through Friday

8a.m. to 5 p.m. (with a 12 to 1 lunch hour)

Fall:

M-W-F 8a.m. to 5 p.m. (with a 12 to 1 lunch hour)

T-Th 6a.m. to 12 p.m.

b. Resume

Veronica A. Maro		
		VeRonniKahh@yahoo.com 4042 New Castle Road Lowellville, OH 44436 (330) 536-6459
OBJECTIVE	A computer information systems and/or human resources internship position that promotes career growth and development.	
EDUCATION	YOUNGSTOWN STATE UNIVERSITY – Youngstown, OH Bachelor of Sciences in Applied Science , May 2004 Major: Computer Information Systems Minor: Human Resource Management Accumulative GPA: 3.87/4.0	
HONORS/ AWARDS	Dean's List Golden Key National Honor Society University Honors Program Honorable Erskine Maiden Scholarship Computer Information Systems Departmental Scholarship	
RELEVANT COURSE WORK	<ul style="list-style-type: none"> ▪ Data Structures and Objects ▪ Development of Databases ▪ Networking Administration ▪ Programming & Problem Solving ▪ Computer Science/Info. Systems ▪ Technical Writing 	<ul style="list-style-type: none"> ▪ Intro to Computer Software ▪ Management Info. Systems ▪ Human Organization Behavior ▪ Fundamentals of Management ▪ Calculus ▪ Business Programming
SPECIAL SKILLS	Proficient with Microsoft Word, Excel, PowerPoint and Access Expertise with Windows 98/2000, and Internet Research Knowledgeable in Publisher, Quicken, FrontPage, and C++ Familiar with SPSS 8.0, UNIX, and HTML programming Exposure to COBOL and Adobe PageMaker	

	<p>Strong self-motivation, leadership and communication ability Hard working, fast learning, adaptable and versatile Team player with excellent interpersonal skills</p>
CAREER RELATED EXPERIENCE	<p>CHOFFIN CAREER & TECH CENTER – Youngstown, OH Educational Assistant. June 2002-present</p> <ul style="list-style-type: none"> ▪ Developed databases for homeless and delinquent centers using Access ▪ Maintain budgets using Quicken, drafted web page using Front Page ▪ Train secretaries on AbleLink, Quicken and GED testing procedures ▪ Tutor adults seeking to earn a GED or to enter post-secondary education
EMPLOYMENT EXPERIENCE	<p>NATIONAL CITY BANK – Boardman, OH Customer Sales & Service Representative. May 2001-June 2002 Processed customer transactions and marketed company services & products</p> <p>J&J GARDENS – Boardman, OH Assistant Manager/Florist. April 1997-August 2000 Balanced cash drawers, supervised and trained cashier and greenhouse staff. Intake of customer orders with subsequent design of floral arrangements.</p>
REFERENCES	Available upon request.

c. Advisor Correspondence

Dr. Duda, Professor Bodnovich, and myself, communicated through email and WebCT where I submitted my journals and questions regarding the internship and paper.

d. Samples of Work (where permissible)-

I cannot submit any examples of actual programming work.