

Summer

2023

# Internship Reflection



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At ILS by CAMP

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## Executive Summary

Throughout this summer, I have continued to work under Stephanie Drouillard at ILS as a Sales Intern. My job was to complete the project that I had started in the Spring semester. I did this by making follow-up calls and sending emails to Collins Aerospace employees who registered for the ILS/Collins webinar.

ILS is a company that owns and manages an Aerospace aftermarket platform which connects potential buyers and sellers with one another. The online platform allows organizations to conduct their business-to-business transactions more efficiently.

CAMP is considered the world's leading Aircraft Maintenance Tracking Solutions provider. They offer a variety of services to their customers such as: maintenance management, inventory management, flight scheduling, and engine health monitoring.

On a weekly basis, the interns for CAMP gather for 'Lunch & Learn.' L&L is a one-hour virtual program that is designed to educate all of the interns on the different sectors of the company and industry.

Hearst is the 'grandparent' company to ILS (in the sense that CAMP is the parent company to ILS, and Hearst is the parent company to CAMP).

Even though there are several companies under CAMP ownership whose day-to-day business is not similar or directly connected with each other, every CAMP employee feels connected as a family.

This summer I have had more opportunities to connect with the other interns and employees at ILS, since I am able to be in the office for longer hours. Throughout this time, I have been given more opportunities to network with my coworkers and get to know the company culture better than in the past. Also, the lunch and learn program has helped me to understand the bigger picture of what ILS, Hearst, and CAMP do.

## Internship Reflection

### **Position Description**

During my summer internship, I continued to work at ILS as a Sales Intern who was reporting directly to Stephanie Drouillard. The purpose of my project was to make follow up sales calls and send emails to Collins employees who registered for the ILS/Collins Webinar but had not engaged further after attending the webinar. The objective of this project is to contact 241 registrants in order to reengage their interest toward ILS Discount. Through my contact with these leads, I was also able to verify or update their contact information in ILS Salesforce records. Whenever the registrants (leads) are interested, they are often passed to internal sales for closing.

Throughout this internship, I have also gotten to work alongside Tony Davis, the Regional Manager for EMEA. Tony is based in the United Kingdom, but I have still been able to learn a lot and assist him with some tasks on Salesforce.

### **About ILS**

ILS was founded in 1979 and ever since has continuously strived to push towards innovating the Aerospace Aftermarket platform. ILS remains to be the trendsetter and has never been surpassed in its groundbreaking solutions. In late 2019, CAMP made major software development increases—which were then offered to their customers.

ILS is a company that owns and manages an Aerospace Aftermarket platform which connects potential buyers and sellers with each other. Through this online platform, organizations can conduct their B2B transactions in a timely manner. There are several other

aftermarket platforms available in the aerospace industry, however ILS's main differentiation is the luxury of top customer services that they offer potential consumers.

## **CAMP**

According to the company's website, "CAMP is the leading independent provider of aviation management products and services with a proven track record of over 50 years. CAMP is committed to providing the highest quality products and services to the business aviation community across the globe. CAMP is privately held by Hearst."

CAMP is considered the world's number one Aircraft Maintenance Tracking Solutions provider. It offers maintenance management, inventory management, flight scheduling, and engine health monitoring to its potential customers. ILS is one of many companies around the world that are part of CAMP.

## **Lunch & Learn**

Every week, the interns for camp get together for 'Lunch & Learn.' L&L is a one-hour virtual program that is designed to educate interns on different parts of the company and industry; it also provides the opportunity for CAMP interns to connect with each other across the company. The meetings are held every Wednesday, and each meeting focuses on a specific component of the organization. Through this internship program, interns have the opportunity to meet with CAMP and CAMP Company leaders, thus expanding their network.

These meetings are often anchored by different managers across the organization. Each manager educates the interns on what their department does daily in order to achieve their quarterly goals. They also explain the importance of their company in the CAMP 'ecosystem'

and the aviation industry at large. There is always room for questions towards the end of each meeting.

Every meeting always begins with each intern introducing themselves-- by stating what position they currently hold, what school they are attending, what their major is, and which CAMP company they work for. Then the host for the day takes over to educate the interns. After each meeting, the recordings of the meetings are sent out to the interns via teams in case someone missed it, or if anyone wants to re-watch the lecture.

## **HEARST**

According to the company's website, "Hearst is one of the nation's largest global, diversified information, services and media companies. The company's diverse portfolio includes global financial services leader Fitch Group; Hearst Health, a group of medical information and services businesses; Hearst Transportation, which includes CAMP Systems International, a major provider of software-as-a-service solutions for managing maintenance of jets and helicopters; ownership in cable television networks such as A&E, HISTORY, Lifetime and ESPN; 35 television stations; 24 daily and 52 weekly newspapers; digital services businesses; and more than 200 magazines around the world."

Hearst is the 'grandparent' company to ILS -- in the sense that CAMP is the parent company to ILS, and Hearst is the parent company to CAMP.

**Summer at Hearst**

During my internship, I have received information from Hearst Talent Strategy team about two programs which are tailored to provide the interns with more insight into the company and valuable information necessary for personal growth. The first program is titled Financial Wellness for College Students and Recent Grads. It was hosted by Voya, SoFi, and Truist Bank in which they discussed smart financial tips for young individuals starting of their careers. Truist Bank educated us on the importance of budgeting, managing debt, and preparing for the unknown. Truist also educated us on programs that can help individuals to be financially independent. Voya focused on why it is important to save early for retirement. They discussed some tips to think about in order to maximize our 401(k). While, SoFi spoke about student loans & refinancing, and emergency savings.

The second program is titled Discussion with Steve Swartz. This session was with the President and CEO of the Hearst Corporation in which he shared about the company and the role he plays in it. Steve spoke about the history of Hearst and how they ventured into investing in different business sectors. He concluded his discussion on the topic of AI and how it will shape the future of work culture.

**Observation**

Even though there are several companies under CAMP ownership whose day-to-day business is not similar or directly connected with each other, every CAMP employee feels connected as a family. Everyone works towards the common goal of making the workspace an exciting one, and everyone is ready to assist their fellow employees in any way they can. The

organization's vision and mission are well understood, and through collaboration the employees work towards achieving a common goal.

Respect for hierarchy is always echoed by the organization's culture. The managers and directors at ILS are very "down-to-earth" people, who are very respectable to their subordinates, but they expect that respect to be reciprocated. It is understood that whoever is in a higher position than you is there for a reason, and the way you treat them is a testament to the way you will be treated when you get to be in that position.

### **Experience**

My summer experience is a lot similar to my spring experience, however there were some differences. First, unlike my spring semester (which I worked half days) I was able to work from 9am till 4pm. Nothing could have prepared me for sitting in a cubicle and in front of a computer for eight hours straight. However, I got used to it quickly and felt like 'an actual employee.' Resuming early in the day was also helpful because I was able to attend some of the Sales Team meetings that usually take place in the early hours of the day—that I had to miss out on last semester. These meetings gave me insights on how the Sales team collaborate among each other to meet their quarterly goals.

Furthermore, I connected with more interns and employees at ILS because I saw them more often than before. Through the help of the intern programs at CAMP and Hearst, I was able to form a wider range of connections. I did not just communicate with these connections, I also added them on social networks such as LinkedIn and Handshake. These connections will be vital for myself at the beginning of my career after graduation.

Moreover, my experience here at ILS has been amazing! It is a great organization to work for and the company's culture is unique. The employees are kind and respectful to each other, and they are ready to assist however/whenever they can. As I learned in Organizational Behavior class, the relationships that are formed in the workspace often dictate the productivity level of an organization. When employees are happy to go to work, they are always more productive. It is really important for myself and my coworkers to feel included in the success of the company, and ILS does a great job at making people feel like their work is appreciated.