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**2025 - Summer - Computer Science / W-3 Work**

**NEW POSITIONS ADDED- Sun Life Financial S25 Co-op Opportunities- CAMPUS BULLETIN - Sun Life Financial (King St Toronto Office)**

## GOALS / LEARNING OUTCOMES DETAILS

| Learning Goal 1 | |
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| **Learning Goal 1** | LITERACY - Information Literacy |
| **Goal 1** | I have been given 4 assignments, of which, one I foresee being the most challenging out of them all. My goal would be to understand the Application to Service Mapping assignment in-depth. There are a couple of layers to this assignment, and I will need to work with experts from the Salesforce team, mentor(s), and Director of our team Danielle Prieur to grasp the different aspects. |
| **Action Plan 1** | • Have regular meetings surrounding this assignment with the different subject matter experts. <br>• Give continuous updates regarding this assignment to ensure I am on the right track, as well as asking for feedback during those updates. <br>• Manage my time during the following weeks to give heavy focus to this assignment, as the others, I have already started and understand. |
| **Measure of Success 1** | • A spreadsheet/list that has all the components that are being looked for in this assignment (which includes Salesforce Applications, the associated ORGS, APM Numbers, Business Applications, Business Service to Business Service Offering, and any other information that may be important). <br>• A decent amount of Salesforce data in the spreadsheet that is of high quality and accuracy. <br>• I can explain in my own words the benefits of mapping Applications to Business Services, and the bigger picture of this assignment. |
| **Reflection 1** | I have a list of Salesforce applications that I have gathered from different platforms with necessary data as listed in the measure of success. When presenting my findings to my director, I received lots of feedback and insights that gave me much more knowledge on how accurate data mapping in ServiceNow improves IT & Business processes (like incidents and change). It's difficult to measure the completion of this assignment as it needs to be escalated to different experts and teams. However, I 100% learned how to identify inconsistencies in data and the best way to present that. |

## Learning Goal 2

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| **Learning Goal 2** | Other: PROFESSIONAL & ETHICAL BEHAVIOUR - Teamwork |
| **Goal 2** | In the duration of my work term with the AOSQE team, I want to ensure I take away valuable learning experiences. To do so, I would like to collaborate with members of the team by shadowing, joining meetings, and doing any support work that would enhance that experience. |
| **Action Plan 2** | • Collaborate with the Sunbot experts to understand what they do, shadow them, and connect what I learn from working with Sunbot to the topics learned in my Computer Science degree.<br>• Collaborate with and shadow the lead Software Engineers on the team, as that is one of the careers I'm interested in after graduating. |
| **Measure of Success 2** | • Successfully worked with and learned from both Sunbot experts and the lead Software Engineers.<br>• Take what I learn from those experiences and get a better understanding of the different sections of technology, and teams that are responsible for specific parts of an application and where those teams interact. |
| **Reflection 2** | I have gotten the chance to work with Sunbot SMEs by working through related JIRAs, even shadowing on a call with a user experiencing an issue, learning how to be inquisitive and patient when troubleshooting. I have also worked with our Salesforce Software Engineers, assisting in reformatting their playbook, which meant reaching out to everyone on that team and working with them to ensure up-to-date information is added to respective ORGs. I know there is so much more to be learned about both my team's major platforms, but it was really cool to see what their responsibilities looked like on a high level. |

## Learning Goal 3

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| **Learning Goal 3** | PERSONAL LEARNING GOAL |
| **Goal 3** | My biggest goal for the summer is to network. Sun Life is a huge company, and I want to take advantage of the resources that I have. On my first day, I expressed to my team my interest in Data Science, so my goal would be to network with people who have a job title that is interesting to me, so I can learn more about what they do. I would also want to network in hopes of landing an 8-month position for my next co op placement for the winter. |
| **Action Plan 3** | • Set up 2-3 coffee chats with a few people who are in the field of |

Data
Science/Software Development.
•Attend Town Halls and Co op events to meet more new people (Other co-op
students and leaders within the organization).
•If there are Gigs that are of interest to me, I express my interest in those with the
approval of my manager.

**Measure of Success 3**

•I would feel successful if I had met new people and asked questions I've always
had relating to the fields I am interested in.
•Have a deeper understanding of the careers that I want to work in.

**Reflection 3**

I would say I networked a good amount. I reached out for a few coffee chats with Directors/Managers and even a fellow co-op student. During those coffee chats, I took it as an opportunity to learn about the different teams at Sun Life and that individual's career journey. I also attended co-op events such as our monthly Beat the Boss event, where I had an opportunity to connect with leaders within Sun Life and other co-ops. Lastly, I continued expanding my network with like-minded people when I participated in Sun Life's Continuous Improvement challenge. I got to build a close connection with my team and mentors. I can improve my networking skills as I progress in my career, but the culture at Sun Life made it easy to put myself out there, and everyone I reached out to has been very receptive.

## Learning Goal 4

**Learning Goal 4**

Other: CRITICAL & CREATIVE THINKING - Inquiry & Analysis

**Goal 4**

There are a lot of topics/tools within the team, and as I continue my term, I want to
ensure I inquire and learn as much as possible from the different subject matter experts. I know
this is a goal that I can slowly work on depending on the week and who's available. I started this
during my first week and want to continue as I learn more from the different experts!

**Action Plan 4**

•Booking one-on-ones with different subject matter experts to ask questions and
have them show me processes and tasks they do.
•Using these one-on-ones to help with my other assignments, where I am cleaning
up SharePoint, OneNote, and Knowledge Base data.

**Measure of Success 4**

•Took away best practices from everyone so that I can apply them to this co op term
or even future ones.
•Made opportunities to connect with the majority of the team, and multiple times if
needed.

**Reflection 4**

I got to connect with almost everyone on my team, some more

than others, and this time was usually spent going through the documentation for their subject, ensuring it was up-to-date and organized. My one-on-ones were less about learning how to do processes in applications and more about what is currently relevant and the best way to organize all of this information. However, during these meetings, I still got to learn the history and high-level use cases behind the platforms/applications from really experienced professionals. I feel I have a better sense of documentation, especially a style that works for a team that deals with so many applications and tools.

## Learning Goal 5

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| **Learning Goal 5** | COMMUNICATING - Written Communication |
| **Goal 5** | With each assignment I am working on and my overall learning I will be doing over the summer, I want to ensure I document everything clearly and in a lot of detail. This will allow me to keep a good record of everything I've worked on over the summer and what I have learned. I hope to create/update documentation that can also be useful to others. |
| **Action Plan 5** | • For each of my assignments, create documentation that describes what I did, big takeaways, best practices, and any links to other components of said assignment.<br>• As 2 of my assignments pertain to cleaning up outdated content, retiring Knowledge Base articles, to add to that, I want to provide my feedback in the documents as someone who isn't very knowledgeable regarding the content, as to what could be clearer and how I may choose to organize the information differently. |
| **Measure of Success 5** | • Detailed documentation of my co op assignments.<br>• More organized and up-to-date OneNote and SharePoint documents with additional documentation on best practices and improvements going forward. |
| **Reflection 5** | I have documented my three major assignments, which included how I interpreted the assignment, links to deliverables, and any additional remarks I wanted to include. For my more challenging assignment, which involved lots of trial and error, I included sections for feedback I received during touchpoints and issues/problems we were seeing in that space. I do think I can organize that document further to be more informative and less like my brainstorming, which can go in a separate file. As for the OneNote and SharePoint documentation, that is the most detailed, with lots of information on all information-sharing platforms and best practices for each, which has been approved by one of my mentors. Overall, I documented a lot of what I did within my role and outside (coffee chats and Continuous |

Improvement Challenge preparation).