

California State University San Bernardino  
School of Computer Science and Engineering

**CSE 4820 Senior Project Presentation**

**Date**

December 4, 2020

**Time**

11-11:30 AM

**Location**

<https://csusb.zoom.us/j/3401231760>

**Title**

ProSites CPA Solutions

**Student**

Camryn Gibson

**Advisor**

**Yan Zhang**

**Abstract**

The goal of the Senior project was for me to step into the professional world of I.T and study how a business uses dedicated I.T groups to run and oversee their network and computer related tasks. I wanted to learn more about SaaS solutions and webhosting while learning the fundamentals of I.T customer service. Through an internship with ProSites, I studied different methods for hosting virtual machines, different types of servers and their uses, all while working with real customers and employees to help better provide our companies services. In addition, I was also

taught how to use ticketing systems to respond and archive customer problems and needs.