

# CRIM Career Connection

*Interning Student:*

*Agency Information:*

**Supervisor:**

Thomas Creehan  
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Agent Supervisors

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## The Pennsylvania Office of the Attorney General- Bureau of Consumer Protection

### ***A Typical Day***

Mediate complaints through constant communication between consumers and businesses via telephone conversations, e-mail, letters, and faxes. The intern's major responsibility is to ensure that the consumer is being treated as fairly as possible, and to help both parties resolve issues through mediation. Interns will implement Consumer Protection Laws to ensure that businesses are following proper legal guidelines, such as the Home Improvement Act, Lemon Laws, etc.

### ***The Most Important Things I Learned in the Field***

While working in the agency, I honed time management, communication, efficient decision-making, and critical thinking skills. No day was the same, and with each day brought new challenges and responsibilities that forced one to act in a different way.

This internship sent me on the proper direction with regards to my career path. I realized that I do not want to pursue law school right after graduation, and I might not even want to become a lawyer.

### ***My Advice to Future Students***

Always follow your gut, but don't ever be afraid to ask questions! Your supervisors are there for a reason! No intern is automatically perfect at his or her job. If I could go back, I would attempt to make quicker decisions. I used to get behind in my cases because I did not listen to my gut instinct! Also, be open to constructive criticism! Mistakes are imminent, just take the advice of your supervisor and adjust your habits.

### ***The Highlight of my Experience***

The highlight of my experience was being able to successfully mediate a solution that greatly benefited the consumer. It made working fabulous when consumers would call and thank me for my hard work. I am restricted to confidentiality, but helping people made me feel so much better!

This internship helped me realize that I really want to pursue a career that involves interaction with people. I flourish at communicating with individuals, and I enjoy helping people with their problems.