

— August 2026 —

OIT SUMMER INTERN VOICES

Seven Interns. Six Experiences. One Incredible Summer.



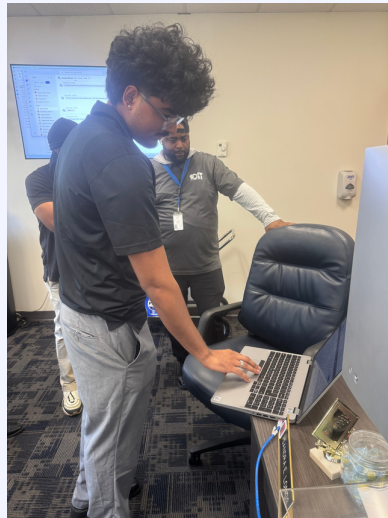
OIT: Through Their Eyes

Reflections from Our 2026 Summer Interns

See OIT through the eyes of our 2026 interns.

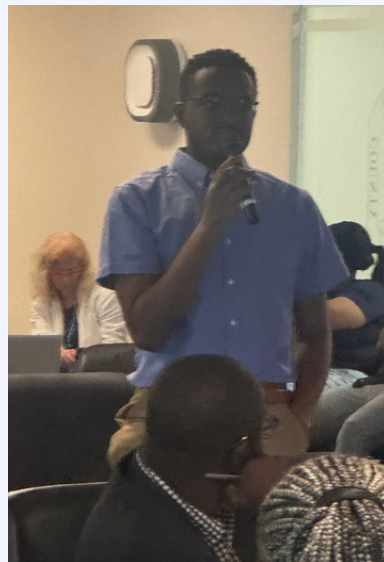
Bowie State (ExLent program) Interns:

Abdoul Diallo
Mya Parker
Naomi Onusoa
Nia Allen



Summer Youth Enrichment Program (SYEP) Interns:

Jaden Devane
Nicholas Kelly
Pratham Yadav





“In Their Own Words”

Abdoul Diallo

Mentor/Manager: Dinesh Kumar

My summer internship experience was truly rewarding. I had the opportunity to learn, grow, and contribute to a project that I was genuinely passionate about and that was designed to make a positive impact on OIT. Being able to work on a meaningful project while developing both technical and professional skills made this experience especially valuable to me. As a rising senior preparing to enter the job market, I could not have asked for a better opportunity or better timing. Throughout the summer, I strengthened my technical abilities, gained hands on experience in a professional environment, and developed skills that will continue to shape my career.

One of the highlights of my internship was having the opportunity to attend the IT Coordinators' Meeting. It gave me a chance to see leaders from different areas of the organization come together, share their progress, discuss challenges, and ask thoughtful questions in a professional setting. Observing those conversations gave me a better understanding of how collaboration and communication take place across an organization. It also strengthened my curiosity and motivated me to continue growing professionally. Overall, this internship was an amazing learning experience, and I am incredibly grateful for the knowledge, mentorship, and opportunities I received throughout the summer.

Project:Enterprise AI Help Desk Chatbot Program

Enterprise Helpdesk Chatbot is an AI-powered virtual assistant designed to help employees quickly and efficiently resolve common IT and operational support queries. By using Generative AI and conversational AI technologies, the chatbot provides instant responses, automates repetitive support tasks, and improves overall employee productivity and service experience.

This solution enables organizations to streamline internal support operations by offering 24/7 assistance for tasks such as password resets, software access requests, troubleshooting guidance, ticket creation, and knowledge base navigation. The chatbot can integrate with enterprise systems, helpdesk platforms, and internal knowledge repositories to deliver accurate and context-aware responses in real time.

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Mentor/Manager: Dinesh Kumar



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“In Their Own Words”

Naomi Onuosa

Mentor/Manager: LaShonda Henderson

I'm grateful I had the opportunity to intern with Prince George's Office of Information Technology. My supervisors were kind leaders who helped me every step of the way, and they made my experience both amazing and informational.

I appreciate how the OIT team trained my cohort this summer, and I'm glad the skills I've learned will help me in my career.

Best,
Naomi

Project: Enterprise AI Help Desk Chatbot Program

Researched participating agencies to better understand their missions, priorities, and data-related needs. Based on their findings, they developed a prompt cheat sheet to help users effectively interact with AI tools and created a dashboard that summarized each agency's identified needs and opportunities.

The interns also designed and developed two AI-powered solutions. The first is a Data Maturity Assessment Bot that evaluates user responses and generates a data maturity score, providing insights into an organization's current data capabilities and areas for improvement. The second is a Data Resource Hub Bot that serves as an interactive knowledge base, answering questions related to data governance, data management, and data policy while connecting users with relevant resources and guidance.

These deliverables provide agencies with practical resources to better understand their data maturity, access data management information, and leverage AI to support data-driven decision-making.



“In Their Own Words”

Naomi Onuosa

Mentor/Manager: LaShonda Henderson



“In Their Own Words”

Mya Parker

Mentor/Manager: LaShonda Henderson



My experience in the internship program was both valuable and rewarding. During the program, I created and tested AI assistants in Microsoft Copilot Studio, including an assistant designed to answer user's questions about data topics using only approved resources and a Data Maturity Assessment assistant. I also created my first dashboard using Power BI, which gave me hands-on experience with data visualization.

Through these projects, I strengthened my skills in artificial intelligence, problem-solving, communication, testing, and presenting information clearly. Overall, the internship expanded my technical knowledge, increased my confidence, and helped prepare me for future opportunities in computer science and technology.

Best,
Mya Parker

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“In Their Own Words”

Jaden Devane

Mentor/Manager: Jason Arnold

My experience in the SYEP program has been an incredibly meaningful opportunity for both personal and professional growth. When I first started, I was nervous because I knew the position would challenge me to learn new skills and step outside of my comfort zone. However, from my very first day, I quickly realized that I was surrounded by people who genuinely wanted to see me succeed—not only in my work, but also as a young Black man beginning to build the foundation for my future career.

Throughout the summer, I was fortunate to learn from several individuals who each had a unique impact on my experience. Working under Mr. Jason taught me the value of being diligent, thoughtful, and efficient. Through his leadership, I learned that professionalism does not always mean being the loudest person in the room. Sometimes, the strongest approach is to remain calm, think critically, and make smart, well-informed decisions.

My experiences working with Mr. Terrance, particularly during field assignments, taught me another valuable lesson: remain open-minded and adaptable when faced with unexpected challenges. Rather than becoming overwhelmed when things do not go according to plan, I learned to assess the situation, determine the best course of action, and respond professionally, efficiently, and ethically.

I am also grateful for Ms. Sandra, whose energy and dedication can be felt throughout the team. Although I did not work directly under her, she encouraged me to step beyond my comfort zone, remain curious, and never stop learning. She also reinforced something that I will carry with me throughout my career—there is nothing wrong with asking questions. As a young person entering the workforce, it can sometimes feel as though you are expected to already have all the answers, but I learned that asking questions is actually one of the most important ways we learn and grow.

Although I had fewer opportunities to interact directly with Mr. Wright, those interactions were equally impactful. I observed a leader who brings people together while remaining approachable and humble. His ability to create a sense of unity among individuals with different responsibilities, experiences, and goals showed me the importance of leadership that is built on both respect and connection.

“In Their Own Words”

Jaden Devane

Mentor/Manager: Jason Arnold

Continuation:

Ultimately, SYEP became much more than a summer job. It challenged me, exposed me to new experiences, and allowed me to learn from professionals who were willing to invest their time and knowledge in my development. I leave this experience understanding more about the importance of diligence, adaptability, critical thinking, curiosity, professionalism, and treating others with respect.

Most importantly, I learned how powerful it can be to have people around you who genuinely want to see you succeed. I am grateful to everyone who taught me, challenged me, encouraged me, and believed in my potential. The lessons and experiences I gained this summer will stay with me long after the program ends and will continue to influence my education, career, and personal growth.

Project: Development and documentation of Standard Operating Procedures (SOPs) for the Network/Telecom, and CNET teams.

During his internship with our agency, Jaden made valuable contributions by supporting the development and documentation of Standard Operating Procedures (SOPs) for the Network/Telecom, and CNET teams. Jaden worked with staff to organize existing processes, document workflows, and create clear, standardized procedures to improve consistency and operational efficiency.

In addition to developing SOPs, Jaden created an AI-powered chatbot designed to query the team's SOP library. The chatbot enables staff to quickly search for and retrieve relevant procedural information, improving access to knowledge and reducing the time spent locating documentation. This project helped lay the foundation for a more efficient and user-friendly knowledge management system within the agency.

Overall, Jaden demonstrated initiative, technical aptitude, and a commitment to improving internal processes through documentation and innovative technology.

“In Their Own Words”



Nicholas Kelly

Mentor/Manager: LaShonda Henderson

Working in the OIT program has allowed me to understand data and information in a way beyond what I have learned in school. The fundamentals of my knowledge were able to expand into work and projects that I feel very proud of. I had the opportunity to build a data maturity assessment bot, and I was able to understand the challenges and excitements of Artificial Intelligence. I also had the amazing chance to combine my two majors – Information Science and History into a stylistic way of storytelling. Part of interpreting data is being able to connect with the data and understanding its story. I’ve had the opportunity to be able to appreciate and tell the story in a unique way.

Overall, this internship was a great way to expand my palette to understand what I would enjoy in a career.

Project:Enterprise AI Help Desk Chatbot Program

Completed a diverse range of data, historical research, and emerging technology projects that supported historical documentation, community engagement, and innovation. His work included developing a historical timeline highlighting significant figures, events, and landmarks in Prince George’s County; creating interactive Open Data Stories exploring African American demographics and contributions throughout the County; conducting research on religious demographics; and designing a dashboard to organize and manage AI prompts.

Explored hackathons, innovation programs, and technology engagement opportunities, including identifying potential collaboration contacts at the University of Maryland. In addition, he researched the fundamentals of chatbot development, gaining valuable knowledge of conversational design, use cases, and core technologies.

Through these projects, Nicholas demonstrated his ability to uniquely combine data, history, research, and technology to transform information into meaningful stories and innovative solutions.

“In Their Own Words”

Pratham Yadav

Mentor/Manager: Dinesh Kumar



During my SYEP internship, I had the opportunity to work on something that has always been a strong interest of mine: artificial intelligence. I was given the chance to dive deeply into developing chatbots and voice bots designed to assist the county. My proudest project so far has been my PG311 voice bot, which was both challenging and exciting to create. I look forward to continuing to improve and develop it.

This opportunity allowed me to gain valuable knowledge and hands-on experience in AI development. At the same time, working alongside professionals helped me strengthen my networking skills and broaden my understanding of a professional work environment. This internship also improved my ability to communicate effectively, especially when presenting my projects and ideas to others.

This experience strengthened my technical foundation and gave me the professional confidence I need to continue growing in my IT career.

I would like to extend my special thanks to my mentor, Mr. Dinesh Kumar, who consistently guided me and gave me the opportunity to learn and work in a professional environment. I would also like to sincerely thank Ms. Sandra Longs for her continuous support, encouragement, and for providing me with this wonderful opportunity.

I am truly grateful for this experience and look forward to continuing to work with these wonderful professionals and further developing my skills in the field of technology and artificial intelligence.

Project:Voice Bot 311 – SYEP Intern Project

As part of the SYEP internship experience, the Voice Bot 311 project is currently in development as an interactive, conversational solution designed to make it easier for residents to access Prince George’s County services and information. The prototype allows residents to check the status of existing 311 service requests and obtain answers to common questions before needing to speak with a live representative.

Designed with multilingual capabilities, including English and Spanish, the Voice Bot can assist with information related to 311 services, parking citations, flooding resources, the Adopt-A-Road program, bulky trash collection, schools within specific areas of the County, and general crime information. By providing residents with convenient self-service access to frequently requested information, the solution has the potential to reduce call wait times, improve access to County resources, and enhance the overall customer service experience.

A Special Thank You to Mr. Wright

Dear Mr. Wright,

As our summer internship experience comes to an end, we want to express our sincere gratitude for giving us the opportunity to be part of the Office of Information Technology. What began as a summer internship became something much greater—an opportunity to learn, create, challenge ourselves, discover our strengths, and begin imagining the professionals we can become.

Thank you for creating an environment where young people are not simply invited into the room, but are encouraged to contribute, trusted with meaningful work, and given the opportunity to be heard. Through the projects we completed, the professionals who mentored us, and the experiences we shared, we gained knowledge and confidence that cannot be learned from a textbook alone.

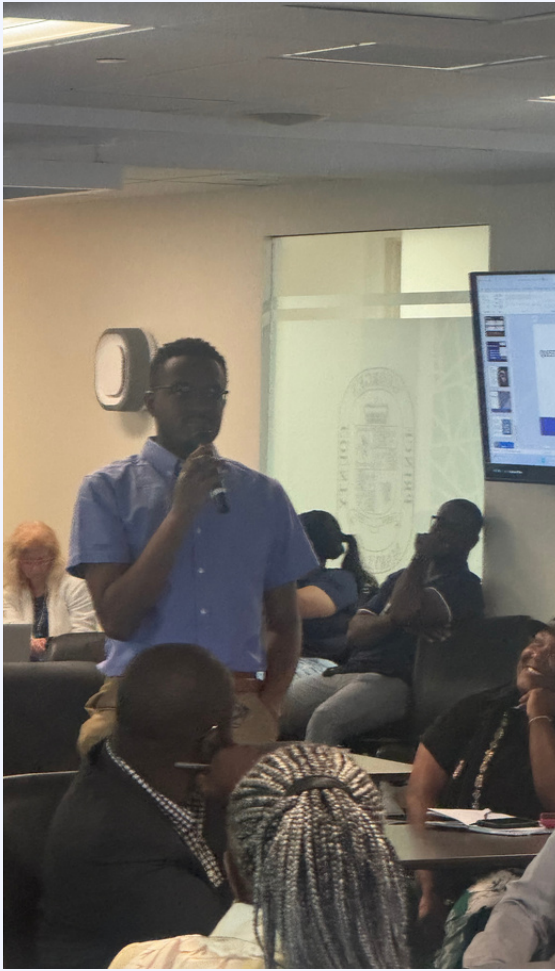
Your leadership showed us that technology is ultimately about people, possibilities, and making a difference. More importantly, you demonstrated that great leaders can lead with vision while remaining approachable, encouraging, and invested in the next generation.

We may have arrived at OIT as interns, but we leave with new skills, greater confidence, meaningful relationships, and a clearer vision for our futures. The lessons we learned here will follow us into college, our careers, and the people we eventually become.

Thank you, Mr. Wright, for believing that young people deserve opportunities to learn, innovate, and lead. Thank you for investing in us before the world knows what we are capable of becoming.

You gave us an opportunity for the summer, but you helped give us tools for a lifetime.

With sincere appreciation,
The 2026 OIT Summer Interns



Why Mentors Matter!

A Special Thank You to Dinesh, LaShonda & Jason

Some simply oversee an internship; others invest in young people, recognize their potential, and help shape who they are becoming. I am incredibly grateful that each of you chose to do the latter.

Thank you for welcoming them into OIT, trusting them with meaningful projects, and giving them opportunities to contribute to real work with real impact. You challenged them to think critically, explore new technologies, solve problems, ask questions, and step beyond our comfort zones. Most importantly, you created an environment where they felt supported enough to learn, experiment, make mistakes, grow, and discover what they were capable of achieving.

Your mentorship extended far beyond assigning projects. You shared your knowledge and experiences, provided guidance when they needed it, encouraged their ideas, and treated their contributions as valuable. Through your leadership, they gained hands-on technical experience while also learning important lessons about communication, teamwork, professionalism, accountability, problem-solving, and leadership.

Your willingness to teach, encourage, challenge, and believe in them gave them confidence that will extend far beyond their time at OIT.

Thank you, Dinesh, LaShonda, and Jason, for seeing their potential and giving them the space and support to develop it. They are leaving this experience with greater knowledge, stronger skills, increased confidence, and a clearer understanding of what is possible for their futures.

You gave them projects that challenged their minds, opportunities that strengthened their skills, and mentorship that helped them believe in what they can become.

2026 Interns & Sandra







Thanks OIT!

A Heartfelt Thank You to Our OIT Team,

The success of an internship experience is not measured solely by the projects completed or the skills learned—it is also shaped by the people who take the time to teach, encourage, engage, and invest in the next generation.

To every member of the OIT team who took a moment to speak with our interns, answer a question, explain what you do, share your expertise, invite them into a conversation, provide guidance, or simply make them feel welcomed—thank you. Every interaction mattered. You helped create an environment where our interns were not simply observing OIT from the sidelines; they were welcomed as part of the team and given an opportunity to experience firsthand the people, technology, collaboration, and dedication that power our organization.

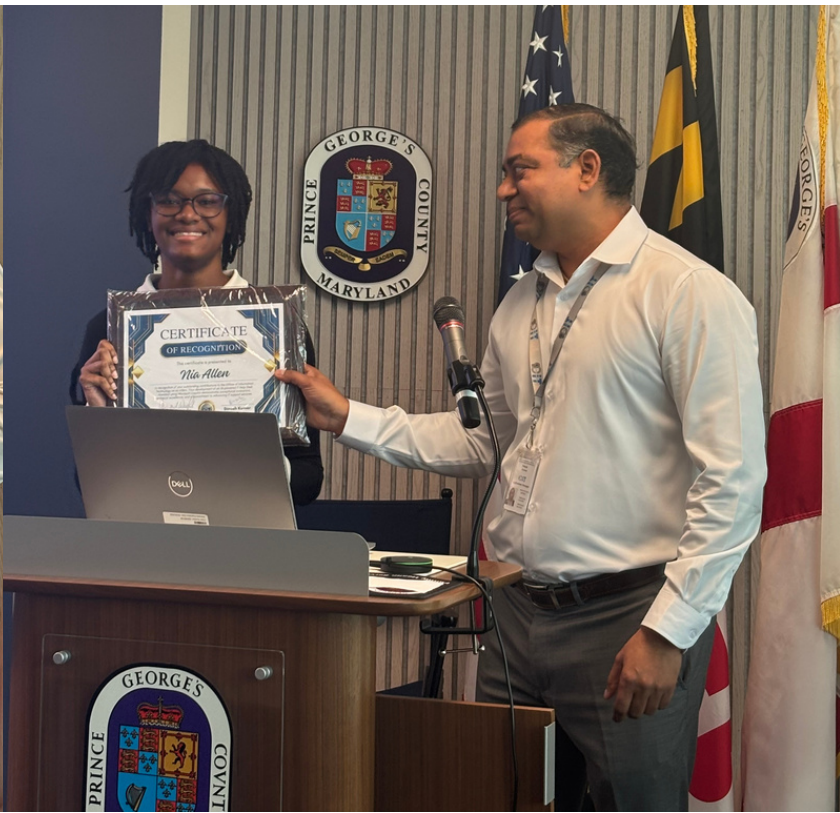
A very special shout-out and heartfelt thank you to Terrance Martin, who invested countless hours mentoring, teaching, and providing hands-on experiences throughout the summer. Your willingness to share your time and knowledge, take an intern into the field, explain the work, answer questions, and turn everyday assignments into meaningful learning opportunities represents mentorship at its best. That kind of investment can have an impact on a young person's life long after an internship ends.

To our entire OIT family, thank you for understanding that developing future talent is a shared responsibility. Whether you spent hours mentoring or simply took five minutes to offer advice and encouragement, you contributed to their story.

Our interns may have come to OIT to learn about technology, but because of all of you, they also learned about leadership, teamwork, professionalism, service, and the power of people who are willing to invest in others.

Thank you for helping us give our interns more than a summer experience—you helped give them a foundation for their future.

Sandra



WE ARE SO PROUD OF YOU!