Co-op Work Assignment

This summer I worked as a Support Engineer on Palantir's Product Support team. Because Support is such a unique team, I'll just copy in the description from Palantir's website:

Palantir's Product Support Engineers are comprehensive product and API experts. We collaborate with our customers, business teams, and development teams, continually building upon and applying our deep technical knowledge and skills across our product suite at every level.

From working with users and developers, both internal and external, we are deeply familiar with how users leverage and build on top of Palantir's products, and use our accumulated experience and expertise to help drive their direction. We anticipate questions, solve problems, and implement solutions to help turn abstract goals into reality.

Support Engineers also spend their time working on projects that affect many parts of the organization, including automating processes, coding custom tools, contributing bug fixes to various products, advocating for features with the product team, and managing instances that are vital to the success of Palantir.

Support Engineers solve important problems and provide tangible solutions in uniquely collaborative and creative ways; we are integral to the success of Palantir.

During my internship my time was split. Some of my time was spent working on the support queue, taking ownership of actual issues being faced by users of Palantir. The other portion of my time was spent working on my intern project. I had the opportunity to decide my project, and chose to work on a web application for scheduling engineers to work on the support queue.

In terms of personal support for me, I had both a mentor and a team lead who I had weekly one-on-ones with. The entire team was very good at answering questions that I had, I was never working in a bubble.
Assessment of Learning and Development

I loved the experience of being on the Support team. It was an opportunity to apply my computer science knowledge in a different way from traditional software engineering internships. At Palantir they really cared about my development, and were always open to input about how I would like things to change.

Life Outside of Co-op

Housing was provided for Palantir interns. Many interns lived right across the street from the office in a hotel. I lived in an apartment that was six miles away. Getting to the office was easy, there was a train station less than a mile from my apartment and it stopped across the street from the office. However, I chose to bike (a rental bike was also provided for interns) to work every day.

There were lots of social events. Palantir had many events: a water park, an amusement park, a glass blowing event, a river tubing event, and many socials. The Bay Area was also a lot of fun; I spent a lot of time exploring San Francisco.

I would have liked to travel to more of California, but it was difficult without a car. For future co-ops in California: if you can bring a car, definitely do it. It'll open a lot of doors about what you can do with your free time.

Overall

This was a fantastic summer. Palantir is a company that works on some really high impact problems, and they have amazing talent. I got a lot out of the entire co-op experience, and I would highly recommend it to other Cornellians.