

Learning Reflection

Philip Wojcik

Business Program - Delaware Technical College

BUS275 - Business Administration Internship

Credit for Prior Work Experience

October 10, 2026

Introduction

My 25+ years in technology leadership have taught me as much about running a business as about writing software. I have managed application development for the State of Delaware since 2013, most recently as Web Development Manager for the Division of Parks & Recreation (DNREC). Before that, I led development teams at the Department of Insurance, DelDOT, and Health and Social Services, and managed federal contract work for the GSA at Pixstar Inc.

In each role, my job was to turn business needs into working systems on time and on budget. This reflection explains the business knowledge and professional skills I built along the way, links them to accounting, entrepreneurship, management, and marketing, and shows how they shape my educational and career goals.

Business Knowledge and Professional Skills

The biggest lesson of my career is that technology only succeeds when it serves a business purpose. Early on, I measured success by whether the code worked. Over time, I learned to measure it by whether it saved staff time, protected revenue, reduced risk, or improved the customer's experience.

The business knowledge I gained includes:

- **How organizations process money.** I built and modernized systems that handle payments, licensing fees, and tax collections, so I learned how funds move from a customer to a general ledger.
- **How projects are funded and controlled.** I built project timelines, managed development budgets, and allocated staff across competing priorities.
- **How risk and compliance shape decisions.** I reviewed federal certification, disaster recovery, and change-request documentation, which showed me that compliance is a cost of doing business, not an afterthought.
- **How vendors and contracts work.** I wrote technical requirements for outside vendors and oversaw their delivery, which taught me how to hold a partner accountable without damaging the relationship.

The professional skills I developed are just as important:

- **Leadership:** hiring, mentoring, and directing developers, analysts, and support staff.
- **Communication:** translating between technical teams and agency leaders who do not speak the same language.
- **Collaboration:** coordinating stakeholders across divisions, agencies, and the federal government.
- **Problem solving:** breaking large, messy problems such as legacy system migrations into manageable phases.
- **Accountability:** owning deadlines and outcomes for systems the public and other agencies depend on.

Connections to Accounting, Entrepreneurship, Management, and Marketing

Accounting

Much of my work has supported accounting functions directly. At the Department of Insurance, I rebuilt the check-receiving system and the annual tax payment system, which together apply more than \$50 million a year to Delaware's general fund. To build them correctly, I had to understand cash receipts, payment application, reconciliation, and audit trails. I also built reporting tools so managers could see where money stood at any time, which is the same purpose financial statements serve.

As a data architect, I designed backup schedules and archive maintenance for financial records. That work taught me why accurate, retained records matter for internal controls and audits.

Entrepreneurship

Government work is not usually called entrepreneurial, but my projects required an entrepreneur's mindset. Each modernization began by spotting a problem, such as an outdated Access 97 system, and building the case for a better solution with limited resources. At Pixstar, a private contractor, I saw entrepreneurship more directly, with

the company's revenue depended on winning and delivering federal contracts, so missed deadlines or budget overruns had real business consequences.

My culinary arts degree adds another angle. Food service is one of the most common paths to small business ownership and studying it alongside my technology career showed me how operations, cost control, and customer experience decide whether a new venture survives.

Management

Management is the area where my experience is deepest. I have planned, organized, led, and controlled projects through their full lifecycle: requirements, vendor selection, budgeting, scheduling, delivery, and support. I have managed people as well as projects, including hiring and mentoring staff and directing teams through major changes such as the move to Team Foundation Server source control.

I also learned change management. Moving users from familiar legacy systems to new web platforms meant planning training, communication, and support, not just the technical cutover.

Marketing

My current role at Delaware State Parks connects most closely to marketing. The parks website is the public's first point of contact for reservations, events, and park information, so it functions as the Division's main marketing channel. Leading its full redesign taught me to think about the customer journey, with how visitors find information, how easily they can act on it, and how the site reflects the brand.

Specific Workplace Examples

Example 1: Modernizing a \$50 million tax payment system

At the Department of Insurance, the annual tax payment process ran on an Access 97 database that few people could support. I led its redesign onto a web-based platform that now handles more than \$50 million a year for the state's general fund. The project taught me that when money is involved, accuracy and controls come first, where every

payment had to be traced, reconciled, and reported correctly before we could switch over.

Disciplines: accounting, management.

Example 2: Building a licensing system that supports revenue

I directed the design of a public-facing conditional licensing system that manages applications, documents, and online payments. It processes more than 100 new insurance-provider licenses a year, a program bringing in about \$250,000 in new business annually. I learned to see a system as part of a revenue stream where a faster, easier application process brings in providers and fees sooner.

Disciplines: accounting, entrepreneurship, marketing.

Example 3: Managing a federal project budget and timeline

At Pixstar, I led project management for the NETWORX vendor authorization system, part of a government-wide telecom upgrade. I built the timeline, managed the development budget, allocated staff, and coordinated integration across several GSA divisions. Because Pixstar was a private contractor, I saw how project performance affects a company's reputation and its chances of winning future contracts.

Disciplines: management, entrepreneurship.

Example 4: Relaunching the Delaware State Parks website

In 2024, I led the full redesign and relaunch of destateparks.com. I wrote the vendor's technical requirements, tracked development from start to finish, and managed the migration of all content into the new framework. The project showed me how a website serves as a marketing tool. The key items were that it has to be easy to use, reflect the brand, and help visitors make reservations and plan trips.

Disciplines: marketing, management.

Connection to My Educational and Career Goals

After I graduate, my goal is to start my own BBQ sauce company. My culinary arts degree gave me the skills to develop and produce a quality product, including food safety training through my ServSafe Food Safety Manager, Allergens, and Beverages certifications. My business education and work experience will help me turn that product into a profitable company.

I plan to keep working full time while the business gets off the ground, which means it must grow carefully. My management experience will help me plan the launch in phases, set realistic timelines, and use limited hours well, just as I broke large system migrations into manageable steps. My accounting background will help me price the sauce, track ingredient and packaging costs, manage cash flow, and keep clean records from day one. Experience with vendors and contracts will carry over to working with suppliers, co-packers, and retailers.

Marketing will be just as important. Relaunching the Delaware State Parks website taught me how to reach customers online and build a consistent brand, and I can use those skills to create a website, sell online, and promote the sauce at farmers markets and local events. My technical background will also save the business money, since I can build and manage its website and sales systems myself. Formal business study will fill in the gaps, especially in finance, product marketing, and the legal side of starting a company.

Conclusion

Looking back, my career has been a long, practical business education. Building systems that move millions of dollars taught me accounting. Leading teams and projects taught me management. Delivering contract work and modernizing outdated systems taught me to think like an entrepreneur. Relaunching a public website taught me marketing.

The most valuable lesson is that business and technology are not separate fields. Every system I built succeeded or failed based on whether it met a real business need. I will carry that lesson into my studies and into the next stage of my career.