



**Daffodil**  
*International*  
**University**

**Internship Report**  
**On**  
**My Experience at Essential Infotech as an Assistant HR**

**Course Title: Project Paper with Internship**

**Course Code: ENG 431**

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**Submission Date: 05-12-2024**

## Certificate:



### Certificate of Internship

This is to certify that Sumaia Akter Swarna, a student of BA (Hon's) in English at Daffodil International University has successfully completed her three months Internship between 6<sup>th</sup> September 2024 to 1<sup>st</sup> December 2024 at Essential Infotech as an Assistant HR. During the period of her internship program with us she was found punctual and hardworking.

We wish her every success in life.

  
07-12-24

Ridoy Ahmed

Managing Director

Essential-InfoTech

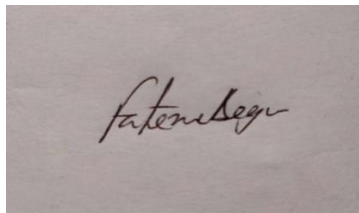
House – 12, Gareeb-E-Nawaz Avenue, Sector 13, Uttara, Dhaka-1230.

### **Certification of the Academic Supervisor**

This is to certify that the student named Sumaia Akter Swarna (**ID: 211-10-701**) has successfully completed her project paper under my supervision. She was assigned in the position of **Assistant HR** at **Essential Infotech**. During her internship and while preparing the paperwork, she sought my guidance and consultation whenever necessary.

This project paper is an original work completed by her as part of the course “**Project Paper with Internship**” (**ENG 431**). It is now ready for submission.

I praise her for her commitment and hard work and wish her a shining future as a potential representative in her field of interest. May she achieve all her goals.

A photograph of a handwritten signature in black ink on a light-colored surface. The signature appears to read 'Fatema Begum' in a cursive script.

.....

Signature of the supervisor

## Acknowledgements:

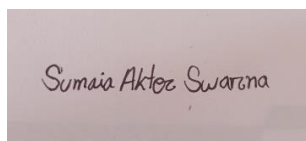
I would love to express my feelings and like to thanks several people and organization that made my internship valuable and memorable at Essential InfoTech.

At first, I am so thankful to my supervisor Fatema Begum Laboni for her guidance and support. Her supervision and support were crucial during my time in The Human Resources Department. Her insights and constant encouragement about HR practices helped me navigate the complexities of the corporate world.

I also want to thank my colleagues at Essential Infotech. Their willingness to share knowledge and help created a friendly and collaborative atmosphere, making it easier for me to adapt and learn. I especially appreciate the opportunities I had to get involved in various HR tasks, from recruitment to employee engagement initiatives.

Additionally, I would like to recognize the entire HRM for their mentorship and friendship. Their dedication to creating a supportive learning environment not only improved my skills but also inspired me to pursue a successful career in Human Resource Management.

Thank you all for contributing to a transformative phase of my professional journey.

A rectangular box containing a handwritten signature in dark ink. The signature reads "Sumia Akter Swarna".

.....

Signature of the student

## **Executive Summary:**

This is the internship report based on the 12 weeks (3 month) long internship program that I had successfully completed as Assistant HR in Essential-Infotech from 6th September to 1<sup>st</sup> December 2024 as a requirement of my BA program at Daffodil International University. As being completely new to the practical and corporate world, in the HR Internship gave me some amount of experience all the time, all of which cannot be explained in words. But, they were important for my career. As an Assistant HR, in this report I include what is the responsibility of an HR, works recruitment process, training and development initiatives, how to keep employees motivated as well as how to control insubordinations, compensation and benefits planning, how to lead etc. In the wing of Training I have mainly assisted the training team in updating the personal files of regular employees with the number of training that they have done. I observed many CVs and analyze them and I improved my skills. I have helped the accounts department as well to made the expenses lower. In this report I have include my experience as an assistant and how I contribute in Essential Infotech. With my limited experience and knowledge, I have done my best to make this report clear with my real-life experiences in writing. I also address the challenges of improving processes and upholding ethical standards in a corporate setting. Additionally, I discuss how HR policies and practices align with the company's overall strategy.

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# **Chapter-1**

## **(Information)**

### **1.1 Introduction**

As we know, an Internship program has become the bridge for those who want to enter the corporate level from university life. In the last part of my BA in English Program, it is mandatory to do a three-month internship from any alleged organization. By doing this internship I got to know about the real working environment, which was very much different from my course study. I took the internship as assistant HR. In the sector of Human Resource Management internships are often available. After doing this internship students will get a deep understanding of HR practices and principles.

This report which presents my internship experience at Essential Infotech, a leading provider of innovative IT solutions and services. Established in 2018, Essential Infotech specializes in software development, digital transformation, and IT consultancy, catering to a diverse range of clients across various industries. The company is known for its commitment to excellence and continuous improvement, making it an ideal environment for aspiring professionals to develop their skills.

During my internship, which took place from 6th September to 1<sup>st</sup> December, I had the opportunity to work and understand Human Resources management. Essential Infotech fosters a supportive learning atmosphere, offering interns exposure to real-world HR practices and challenges. Interns are provided with hands-on experience in various HR functions, including recruitment, employee onboarding, performance management, and employee engagement initiatives.

As an assistant HR, my responsibilities were assisting the recruitment process by screening resumes, coordinating interviews, and helping to organize training sessions. I also participated in the development of employee engagement surveys and contributed to creating a more inclusive workplace culture.

Throughout my internship, I have improved my soft skills, including communications, teamwork, and problem-solving abilities, which will help me to get success in my career. This experience has not only enhanced my technical competencies but also provided valuable insights into the dynamics of the HR field, shaping my future career aspirations.

## **1.2 Scope of Study:**

This report is based on a three-month internship experience at Essential Infotech. The organization provided valuable knowledge and firsthand information relevant to this topic, offering the opportunity to observe the real-world application of HR practices.

The scope of this study includes:

- It's connecting my academic knowledge to real-life situations.
- Learning effective communication skills with my colleagues.
- assuming corporate culture and professionalism.
- Experiencing the dynamics of a corporate world.
- Developing my skills in problem-solving and time management.

Through this internship, I was able to connect theoretical concepts with practical scenarios, enhancing my understanding of corporate HR functions and preparing me for future professional roles.

## **1.3 Objectives:**

1. To understand how to Utilize HR knowledge in real-world contexts, focusing on recruitment and employee relations.
2. To Gain insights into the unique HR challenges in an international call center environment.
3. To Improve verbal and written communication through interactions with diverse teams and candidates.
4. To Develop skills in data management and reporting for informed decision-making.
5. To gain Understanding in labor laws and ethical issues in international HR practices.
6. To understand how to Build relationships with HR professionals to facilitate future career opportunities.

## 1.4 Study Methodology:

This report has been prepared based on the information gathered during the period of the internship. In this report I have utilized both primary and secondary data to design the report.

**Primary Data:** As I worked in ESSENTIAL INFOTECH for three months I have observed the working process briefly through myself. By any confusion or mistake I asked my supervisor to know the answer. To collect the necessary data, I also asked questions to the employees as well as my supervisor.

### Secondary Data:

- Essential Infotech's Website
- Previous report from company
- Financial articles, magazines and Newspaper.
- Job portal
- Industry report and Publications
- Academic Journal

## **Chapter-2**

### **(Institution Details)**

#### **2.1 Institution Details**

Essential Infotech is an IT solutions provider established in 2018, specializing in innovative development and design. The company offers a range of services including BPO, call center support, virtual assistance, software, and app development. With global reach, Essential Infotech is committed to delivering high-quality, customizable solutions tailored to business needs. It is certified by various industry authorities, including ISO 9001 and ISO 27001, ensuring reliability and compliance with international standards. The company is headquartered in Dhaka, Bangladesh, and has a strong focus on customer satisfaction through 24/7 support and timely project delivery.

#### **2.2 Background**

Essential Info Tech is a leading company providing technical services to businesses and government organizations. The company focuses on offering smart and affordable technology solutions that make people's lives easier and safer. Essential Info Tech values strong, long-lasting partnerships with its clients, built on trust and a commitment to quality.

At Essential Info Tech, the team is dedicated to giving clients more than just a service – they aim to provide a complete and positive experience. They believe that learning from one another helps build smooth and successful relationships with clients. With a history of successful projects and a dedication to high standards, Essential Info Tech is a dependable partner for organizations needing technical services.

## 2.3 Company Details

|                        |                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Company Name</b>    | Essential Infotech                                                                                                                                                                                                                                                                                                                                                     |
| <b>Established</b>     | 2018                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Type of service</b> | <ul style="list-style-type: none"><li>• BPO Service</li><li>• Virtual Assistance</li><li>• Call Center Support</li><li>• Website Development</li><li>• Software Development</li><li>• App Development</li></ul>                                                                                                                                                        |
| <b>Office Address</b>  | Garib-E- Newaz Avenue, Sector 13, Uttara, Dhaka 1230                                                                                                                                                                                                                                                                                                                   |
| <b>Logo</b>            |  The logo for Essential Infotech features a stylized 'E' composed of orange and black segments, with a black monitor-like shape integrated into the center. Below the graphic, the word 'Essential' is written in black and 'Infotech' in orange.<br><b>Essential<br/>Infotech</b> |
| <b>Website</b>         | <a href="https://essential-infotech.com">https://essential-infotech.com</a>                                                                                                                                                                                                                                                                                            |
| <b>Clients</b>         | Animo, AI, Olympic, GIS, EPS<br>Sky Buy, FARJAY, BANNDA etc.                                                                                                                                                                                                                                                                                                           |

## 2.4 Mission and Vision

**Mission Statement:** To provide forward-thinking, cost-efficient technology solutions that improve lives and cultivate secure, lasting partnerships with clients.

**Vision Statement:** To be a leading, trusted provider of technical services, recognized for excellence, reliability, and a positive impact on businesses and communities through advanced technology solutions.

### 2.4: products of Essential-Infotech

Essential Infotech develops products designed to meet customer's needs, striving to build long-term relationships to provide the best service and products. They believe in maintaining strong connections with their clients to understand their evolving needs better. Below are some of the key products and services Essential Infotech offers to its customers.

#### **Web application:**

- EPM APP
- E2let App
- Parking Kothay App

#### **Website:**

- E2let
- E-Promanagement
- Parking Kothay

## Chapter-3

### (HR Practice)

### 3.1 HRM (Human Resource Management)

When we heard the word HR or HRM, the first thing that came to our mind is: What exactly is Human Resource Management (HRM), and why it is so crucial to an organization?

**Human Resource Management** is the core functional organ of a organization. The work of this department is look after the company benefits, expenses, hiring employees, training new employees, distribution employees to others department, employees' development, performance management and compliance with labor laws.

### 3.2 Why HRM Matters

HRM is more than managing records and ensuring rules are followed. It aligns employees with company goals, creating a positive work environment where staff feel valued and motivated. This leads to higher job satisfaction, better productivity, and stronger loyalty.

Effective HR practices help companies adapt to change, build a strong reputation, and stay competitive. HRM connects employee well-being with business success, attracting top talent and responding to market changes. By investing in HRM, companies create a motivated workforce that drives growth and long-term success.

### 3.3 Functions of HRM

HRM includes a wide range of tasks essential to creating and retaining a productive workforce:

#### **Recruitment and Selection:**

This job includes determining the need for personnel, finding applicants, holding interviews, and choosing the most qualified people for each position. It also entails writing job descriptions, using a variety of recruitment channels, and making sure that the selection process is impartial and equitable in order to draw in top talent.

**Training and Development:**

HRM is responsible for implementing programs that build employees' skills and knowledge, enhancing their performance and career growth. This can include onboarding, technical and soft-skills training, leadership development, and succession planning to prepare future leaders.

**Employee Relations:**

Managing relationships between employees and management to foster a collaborative work environment while addressing grievances effectively.

**Workforce Planning and Analytics:**

HRM uses data-driven strategies to forecast staffing needs, analyze workforce trends, and make informed decisions. Workforce planning includes identifying skill gaps, planning for future talent needs, and deploying resources efficiently to meet long-term business objectives.

**Organizational Development:**

HRM supports changes in structure, culture to improve efficiency and effectiveness. This may include change management initiatives, team-building activities, and initiatives that support a positive, adaptable culture.

**3.4 The HRM's goals**

There are four primary goals that HRM may be divided into:

**Societal Goals:** Dealing with moral issues like equitable employment opportunities.

**Organizational Goals:** Increasing productivity via efficient personnel planning and development.

**Functional Goals:** Ensuring that HR procedures run as efficiently as possible within the company.

**Personal aspirations:** Providing professional development chances to support each employee's unique aspirations.

### 3.5 Current situation of HRM in Bangladesh

The current situation of HRM in Bangladesh reflects the complex interplay between rapid economic growth and evolving workforce expectations with significant challenges that organizations face. As the country transits from a developing into an emerging economy, there are quite a few things to be noted concerning HRM practices.

Now let's talk about HRM of Bangladesh in 3 part (past, present and future):

#### **Past:**

In its early stages, the HRM in Bangladesh was mostly traditional, labor-intensive, and focused more on administration rather than strategic or developmental roles. Organizations usually followed a hierarchical structure with less emphasis on employee welfare, talent development, or performance management. Recruitment practices were mostly informal, depending much on referrals, and investment in training and development was rare.

#### **Example:**

Garment Industry (1980s-1990s) The garment sector, which rapidly grew to become one of Bangladesh's largest employers, mostly hired low-skilled workers, and employment was largely ad-hoc, focusing on keeping costs low. Worker welfare programs were minimal, and poor safety standards led to disasters like the 2013 Rana Plaza collapse. The tragedy spotlighted the need for stronger labor regulations and ethical HR practices, resulting in international pressure to improve employee conditions.

#### **Present:**

Over the last 20 years, HR practices in Bangladesh have changed a lot, mainly because of globalization and the arrival of big international companies. These companies brought advanced HR methods with them. Now, companies in Bangladesh focus more on organized HR practices, like formal hiring processes, performance reviews, employee training, and programs for worker well-being. Rules and standards for worker rights have also improved as companies aim to create better workplaces.

#### **Example:**

Grameenphone (Telecom Sector): Grameenphone is one of the large telecommunications companies in Bangladesh. The company practices modern human resource practices, including organized recruitment and training programs, performance management systems, and employee health programs. They have a plan for HR that focuses on employee participation, development, and diversity.

## **Future:**

The future of HRM in Bangladesh points towards tech-driven, employee-centric approaches as organizations aim to attract and retain skilled professionals in an increasingly competitive market. With a young and growing workforce, the demand for digital tools and personalized work experiences is expected to rise. AI and analytics are likely to play a critical role in recruitment, employee engagement, and performance management. Flexibility and remote work options could also become more prevalent, especially in sectors like IT and finance.

**Example:** Possible AI-Powered HR at Pathao (Ride-Sharing and E-commerce) In the future, companies like Pathao, a big ride-sharing, and delivery company in Bangladesh will lead by using AI-based HR systems for better hiring, training of new employees, and keeping workers happy.

## **3.6 Major HRM Policies in Bangladesh**

### **1. Recruitment and Selection Policy**

In Bangladesh, recruitment methods combine traditional and modern approaches. Organizations use newspaper ads and referrals alongside online job portals, social media, and recruitment agencies to reach a wider range of candidates.

### **2. Training and Development Policy**

Training is crucial in Bangladeshi organizations, especially larger companies and MNCs. Many offers in-house training, while others partner with local institutes or provide international training opportunities. On-the-job training is widely used, particularly in manufacturing and service sectors.

### **3. Performance Management Policy**

Organizations use performance management systems, often with annual or semi-annual reviews, to measure employee contributions. Key Performance Indicators (KPIs) are commonly used to align individual performance with company goals.

### **4. Compensation and Benefits Policy**

Compensation follows industry standards and legal wage requirements. Many companies offer performance incentives, annual bonuses, health insurance, provident funds, and gratuity plans to attract and retain talent.

#### 5. Employee Relations Policy

In sectors like textiles and manufacturing, active labor unions play a key role. Companies maintain open communication through policies like open-door practices and regular meetings to build positive relationships between management and staff.

#### 6. Work Environment and Culture Policy

Work-life balance is increasingly emphasized, especially by MNCs. HR practices respect local cultural values, supporting diversity and inclusion.

## **Chapter-4**

### **(Recruitment process of Essential Infotech)**

#### **4.1 Employment analysis**

Essential Infotech begins their hiring process by analyzing the job they need to fill. This analysis helps them gather all the details about what the job entails. Here's a breakdown of what they focus on:

1.Job Information: They collect general information about the role, like its main purpose and overall objectives.

2.Duties and Responsibilities: They identify the specific tasks the job requires, along with the main duties the person will perform regularly.

3.Necessary Skills: They determine which skills are essential to do the job well, including technical abilities, communication skills, and any specific knowledge areas.

4.Effort Required: They look at both the physical and mental effort needed for the role. For example, if the job requires lifting heavy items or solving complex problems, this will be noted.

5.Working Conditions: Finally, they assess the working environment, like whether the job takes place in an office, a factory, or outdoors, and if there are any particular conditions, such as high noise levels or safety risks.

This structured job analysis helps Essential Infotech clearly define what they're looking for, making the hiring process smoother and more focused on finding the right person for the role.

## **4.2 Relevant work experience**

### **1. IT Solution**

#### **Experience:**

- Experience in managing IT infrastructure and software solutions.
- Experience in systems integration and troubleshooting.
- Project management experience in IT solution deployments.
- Experience in customer support or consulting for IT services.

#### **Skills:**

- Technical proficiency in coding and software development.
- Knowledge of databases and data management (SQL, NoSQL).
- Problem-solving and critical thinking for IT challenges.
- Strong communication skills for collaborating with non-technical stakeholders.

### **2. Call Center**

#### **Experience:**

- Experience in customer service or telecommunication.
- Experience handling a high volume of calls and customer inquiries.
- Experience in training or mentoring call center agents.
- Experience in resolving escalated customer issues or complaints.

#### **Skills:**

- Strong verbal communication and active listening skills.
- Ability to stay calm under pressure and handle difficult situations.
- Time management and organizational skills.
- Multitasking skills and proficiency with call center technology.

### **3. Human Resources (HR)**

#### **Experience:**

- Experience in recruitment and employee onboarding.
- Experience in employee relations and conflict resolution.
- Experience managing payroll, benefits, and compliance issues

#### **Skills:**

- Strong interpersonal and communication skills.
- Organizational and administrative skills.
- Problem-solving and decision-making abilities.
- Ability to maintain confidentiality and handle sensitive information.

#### 4. Sales

##### Experience:

- Experience in lead generation and customer relationship management (CRM).
- Experience working in a team-oriented environment.
- Knowledge of sales strategies, techniques, and industry trends.

##### Skills:

- Strong negotiation and persuasion skills.
- Excellent verbal and written communication skills.
- Ability to understand customer needs and tailor solutions accordingly.
- Analytical skills to interpret sales data and trends.
- Resilience and persistence in overcoming objections.

#### 4.3 Job advertisement

- **Job fair:** The Independent University, Bangladesh (IUB) Job Fair.

**Date:** Wednesday, June 12, 2024

**Time:** 09 Am to 04 Pm

**Location:** IUB Campus

**Booth Number:** 0051

- Linden page
- Essential-Infotech website
- Basis Soft Expo 2023
- Facebook page

## **Chapter-5**

### **(Task and work details)**

#### **5.1 Job Description**

##### **Recruitment Support and Documentation:**

As an assistant HR my job was assisting HR posting and sourcing Candidates for various job, reviewing resumes and setting up interviews and coordinating interviews between candidates and hiring manager. Helping new employees in their training and scheduling training sessions. I used to help new people with paperwork and letting them know about the company and company policies. After that updating new employees' profile to the HR system and providing them joining letter. Making sure that employees files are completed and up to date.

- **Policy and Compliance:**

Assisting new employees to know about company rules and labor laws.

- **Payrolls and Benefits:**

Responsibility of a HR is attaching the new employees to payroll and giving them a detailed brief about how the payment system works.

- **Relation between Employee and Company:**

HR manage the relation between employees and The Company and make sure that everything run smoothly.

##### **Skills Needed:**

An HR must have strong communication and interpersonal skills.

Must have organizational skill and attention to detail.

Have to be excellent in MS office.

Ability to handle confidential information.

## 5.2 My Activity

During my internship as an Assistant HR there were many types of activities. These activities contributed to the overall HR functions, including recruitment, employee engagement, training, and compliance. The detailed activities are given below:

### **Posting About Job:**

In this section I was actively involved in sharing job descriptions on various types of job portals and social media platforms (Facebook, LinkedIn company Website). I made sure that the descriptions were clear, detailed so that the candidates got clear information about what they are looking for.

### **Resume screening:**

I played a key role in the process of resume screening. Here I carefully reviewed each applicant's educational background, qualifications, and work experience. I also give attention to the key factors such as relevant degrees, certifications, technical expertise, industry experience, and any notable achievements highlighted in the resumes. My work in resume screening not only supported the recruitment team but also helped save time.

### **Interview Coordination:**

Here my activity was setting interviews between candidates and hiring managers. For virtual interviews, I assisted in setting up video conferencing links and conducted technical checks to avoid last-minute disruptions.

## 5.3: Soft skills and Hard skills that I learn

During my internship as an Assistant HR, I developed a combination of **soft skills** and **hard skills**.

### **Soft skills:**

#### Communication Skills:

Communication is one of the most important part of working in an international call center, especially as an assistant HR. During my internship, I try to use the communication skills that I had developed during my academic study. I regularly tried to interacted with others, including employees and clients. In my internship period, every day when I arrive in the office I greeted people with positive vibe, wishing them good day. I realized that its really helping me to develop my communication skill. I think this skill will play a big role in my career growth.

#### Time management:

In this busy world Time management is very important. We always have to maintain the time cycle in the corporate world to get work done properly. During my internship, I tried to show good time management skills. My office starts at 9 am so, I made sure to arrive at the office on time and finish all my work on time. As my mother is a teacher she taught me about time management and value of time. This skill really helps me during my internship.

#### Adaptability:

As an assistant HR Working in an international call center was a new and challenging experience for me. It was my first time working in a professional environment, and I faced many type of problems. However, I gave my best effort to adjust to the challenges and adapt to the work environment. I believe I did well and learned a lot in a short time. This experience taught me the value of adaptability in professional life.

#### **Hard skills:**

##### Data Management:

During my internship, I learned the importance of data management by managing employee information and pay roll information. I did my task by using excel sheet and MS word file. It is quit challenging at first to handl large amounts of data but I quickly adapted. This experience enhanced my technical skills and highlighted the value of attention to detail in a professional environment

##### Event Management:

In my internship I get the opportunity to assist with organizing some events like team meetings and online meeting, arranging interview schedule. This role taught me how to plan, coordinate, and manage events effectively, ensuring everything ran smoothly and on time.

##### Technical Proficiency:

During my academic journey, I learned many technical skills by doing the course Computer Fundamental. I used these skills during my internship, which helped me perform my tasks effectively.

I used my computer skills with software like Microsoft Word and Excel for data entry, creating reports, and managing information. I developed strong proficiency by using these tools regularly in my internship. I regularly used digital meeting tools like Zoom and Google Meet to conduct

meetings. In my academic period I use this tool to join online classes, doing assignment, creating presentation. This experience improved my ability to communicate and collaborate virtually, a vital skill in today's work environment.

## Chapter-6

### (SWOT Analysis)

#### 6.1: SWOT

**SWOT analysis** is one of the most important things in career developing. As I am a student from English department. I choose to do intern in a different sector. In my academic sector I learn about literature, linguistic but in HR field I introduce myself with new things deeply, like working in MS world, creating table in word file, arranging meetings in ZOOM, GOOGLE MEET. While working in this field I faced some problem, as well as some strength, if I talk about strength I know the use of some software from the course Computer Fundamental course that I did during my BA program. Working in this field I felt I have some opportunities and threats as well.

#### 6.2: SWOT Analysis of my Internship as an Assistant HR

##### 1. Strengths

**Practical Experience:** I acquire some practical experience in the tasks like hiring, training, and following company rules.

**Improved Communication Skills:** I communicated with candidates, employees, and managers. In the hiring process before starting the interview I try to communicate and comfort the candidates by give them motivation, like Best of Luck. This communication process helps me to improve my skills and the candidates to feel good. which really helped me become better at talking in a professional way.

**Organizational Skills:** As I managed many tasks like scheduling interviews, setting up training sessions. From these tasks I develop my Organizational Skills. For example: I have a meeting tomorrow I set the timing at 3.00 pm (by asking my supervisor), set the platform (online or office room), if online then I create a zoom or meet link according to my instruction.

**Tech Skills:** I learned how to use job websites, and MS Office tools, especially Excel, to manage payroll and employee records. In excel sheet I create table and fill them with the information, once I create a pay roll of employees and also learned to use word.

## 2. Weaknesses

**Limited Decision-Making:** This role focused on support tasks, as an assistant HR I am depending on my senior, he told me what to do, give instruction. so, I do not get many chances to make important decisions.

**Low Confidence at First:** I came from a very different study sector, I do not have much knowledge about tech skills, so that I feel uncomfortable, confidence less. For me it was hard to adjust to the work environment and handle many tasks when I started.

**Less Knowledge of Advanced HR Work:** As I study from the English department I did not have much experience with complex HR tasks like performance reviews or solving employee complaints.

## 3. Opportunities

**Improving Skills:** I had the chance to get better in many skills like communication, adaptability, working with employees, and following rules. Talking with different people, going in different environment, doing different type of computer works. That all helps me to improve my skills.

**Building a Career:** Now a days working in HR post is really demanding. Though I came from a different background I still choose to do internship in different sector to enhance my knowledge. This internship gave me a strong starting point for a career in HR.

**Understanding Workplace Culture:** I learned how HR helps make a workplace positive and productive.

## 4. Threats

**Tough Competition:** In the HR field there are many people with similar skills and internship experience, making it hard to stand out.

**Fast-Changing Technology:** In this modern age, every day a new system or technology is coming. Also new HR tools and systems keep coming, so it's important to keep learning to stay up-to-date. During my internship, at first, I faced problem with HR tools because it is really challenging for me. Then with the help of my supervisor I learn a lot.

**Tight Deadlines:** Managing tasks like scheduling interviews or completing paperwork on time can sometimes be stressful. Once I have to create a sheet in Excel before 4 pm, as I am new to using Excel I suffer a lot to create one sheet.

**Job Uncertainty:** After the internship, finding a full-time HR job depends on the demand for HR professionals and available positions

## **Chapter-7**

### **(Conclusion)**

#### **Conclusion**

My internship at Essential Infotech as an Assistant HR has been a great and I gain valuable learning experience. During this time, I got practical experience in many HR tasks, such as recruitment, onboarding new employees, keeping employees' relationship, and ensuring the company follows rules. I was able to use the communication, organization, and problem-solving skills I developed during my studies in English to help with different HR tasks. Whether it was writing job descriptions, setting up interviews, or helping with employee training, I contributed to making the HR department run smoothly.

This internship gave me a better understanding of how important HR is for building a positive company culture, helping employees grow, and making sure the company follows legal and company policies. I did face challenges, like adjusting to a corporate work environment and learning new HR systems, but these challenges helped me grow by improving my confidence and skills.

In conclusion, my internship at Essential Infotech not only gave me useful HR knowledge but also taught me how important it is to communicate clearly, stay organized, and pay attention to details. This experience has been a big step in my career, and I am excited to use everything I have learned in my future work.

#### **References**

##### **Example Sources:**

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