



Daffodil
International
University

Internship report on “HR & General Administration

Experience at Skill Jobs”

Daffodil International University

Dhaka, Bangladesh

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Internship Report On
My Internship Experience as a student Consultant at Skill Jobs

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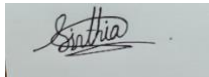
Faculty of Humanities and Social Science

Daffodil International University.

This Internship Report is submitted to the Department of English , Daffodil International University for the fulfillment of partial Requirement for the Degree of Bachelor of English.

Declaration of the Intern

I hereby declare that the internship report titled "HR & General Administration Experience at Skill Jobs" Submitted to the Department of English, Daffodil International University, is an authentic record of my original work under the supervisor of MD. Emran khan, Lecturer, Daffodil International University. I also state that this internship report has been submitted in partial fulfillment of the requirements for awarding the degree B.A. (Hons) in English.



.....

Signature of the Intern

Certification of Supervisor:

This is to certify that the student named Sinthia Thasin, bearing ID 221-10-1107 has finalized her Project Paper with the Internship course (ENG 431) under my supervision. For the internship process, she chose Skill Jobs as their internship organization . She is now eligible to present the report for evaluation. She has been in constant communication with me during her project work. Whenever she needed assistance of any sort, I assisted her. The content of this project report is her genuine work, for which she worked phenomenally. I pray for her overall well-being and hope she achieves more success in the years to come.



.....
Signature of the Supervisor

Acknowledgment

First of all, I am grateful to Almighty Allah, who has enabled me to complete this internship successfully and gave me the capability, physical and mental strength, and determination to complete my internship program effectively. I am grateful to the authorities for **Skill Jobs** for allowing me to do an internship in “HR & General Administration” and for their support throughout my tenure.

My special thanks to go Md. Mamunur Rashid, Head, Training and Development, skill Jobs and HR team management for providing essential knowledge of human resource management, recruitment processes, and Administrative operations. With their guidance, I gained practical knowledge and completed my internship successfully.

I also want to thank my honorable supervisor Emran Khan, Lecturer (Daffodil International University), for giving me very structured guidance and an exceptionally well-arranged schedule in order to complete my report. I would like to thank my friends and family members most of all my parents, who provided physical, mental, and financial support in every respect during the whole journey.

Abstract

This report titled “HR & General Administration Experience at Skill Jobs” is on my three-month internship with one of emerging online job portal platforms in Bangladesh. The internship provided comprehensive exposure to human resource management practices, recruitment processes, employee engagement activities, and general administrative functions in a technology-driven organization.

As an intern with HR & General Administration department, the responsibilities included assisting in recruitment processes, screening resumes, coordinating interviews, maintaining employee records, supporting onboarding activities, managing administrative documentation, and contributing to various HR initiatives. This experience helped me bridge theoretical knowledge with practical application, understand professional workplace dynamics, and develop essential skills for future career success.

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Chapter: 1

INTRODUCTION

1.1 Introduction:

Online recruitment platforms in this digital era act as a vital bridge between serve job seekers and employers. Skill Jobs is one of the emerging online job portals of Bangladesh that focuses on skill-based matching between candidates and organizations. Unlike traditional job boards that focus merely on the credentials, on Skill Jobs the actual competencies, are emphasized, enabling easily talented people to come forward with their abilities and enabling employers to find out skilled candidates.

Human resource management would, therefore, feature in such organizations managing internal workforce while understanding the dynamics of the external recruitment market. HR departments are responsible for talent acquisition, employee engagement, training, performance management, and compensation. General administration compliments HR in ensuring that day-to-day operations, flow smoothly, that all documentation is in order, office facilities are managed, and that efficiency exists within the organization.

An internship three-month was finalized with Skill Jobs in their HR & General Administration department, which gave me hands-on experience with HR practices, recruitment processes, and general administration within a technology driven environment.

1.2 Origin of the Report:

This is part of the final requirements for my Honours degree at Daffodil International University, I did a three month long internship starting from 6th October 2025 . The objective of the internship is to help students acquire practical knowledge, develop responsibility, and gain corporate experience. My academic supervisor instructed me to study the HR & General Administration practices at Skill Jobs and prepare this comprehensive report documenting my experiences and learning outcomes.

1.3 Objective of the Report:

The General Objectives are to:

1. Bridge theoretical knowledge with practical application in a corporate environment
2. Understand the working culture, HR practices, and operational systems of Skill Jobs
3. Acquire knowledge about recruitment procedures, staff management, and administrative functions
4. Acquire professional skills to enhance continued career development and growth

The Specific Objectives are to:

1. Observe and participate in the entire recruitment lifecycle
2. Learn the techniques of resume screening methods and candidate assessment methods
3. Employee onboarding processes and documentation requirements are learned
4. Support employee engagement efforts
5. Have experience with HR information systems and database management
6. Understand administrative processes including documentation and coordination
7. Identify strengths, challenges, and areas of organizational improvement.

1.4. Methodologies:

Primary Data sources:

- Observation of HR and administrative processes directly
- Direct involvement in recruitment and administrative related work
- Interviews with HR managers and team members
- Job execution and practical learning
- Regular sessions of feedback with supervisors

Secondary data sources:

- Skill Jobs website (<https://skill.jobs/>) and company materials

- Internal HR policies, procedures
- Employee handbooks and orientation material
- Web-based recruitment platform industry reports.

1.5 Limitations:

Lack of time:

Three months were too short to observe full HR cycles such as annual performance appraisals and strategic long-term strategic planning.

Lack of experience:

This was my first corporate experience, so there was a learning curve for understanding technical HR terminology and professional dynamics.

Limited Data:

Due to policies of confidentiality, sensitive information like salaries, performance appraisals and strategic decisions were not accessible.

Privacy of Information:

Unable to comprehensively document certain aspects of the work due to confidential candidate data, client information, and proprietary processes .

Chapter-2

Overview of Skill Jobs

2.1. Historical Background:

Skill Jobs is an online job portal platform hailing from in Bangladesh that revolutionizes the traditional recruitment in a way to focus skill-based matching between job seekers and employers. The platform emphasizes actual competencies rather than just credentials, in tune with global HR trends toward skills-based hiring.

The platform serves the needs of job seekers seeking employment opportunities, employers from startups to corporations, HR professionals using recruitment tools, and educational institutions whose students use the platform. Since its founding, it has added millions to its user database, increased partner organizations, and continually upgraded its technological infrastructure and matching algorithms.

2.2 Vision and Mission:

Vision:

To be the leading skill-based recruitment platform in Bangladesh, enabling people to share capabilities and allowing organizations to build high-performing teams based on competency.

Mission:

- Simplify and modernize recruitment using technology
- Provide equal opportunities in employment to competent personnel
- To help organizations improve candidate quality and reduce the time it takes to hire.
- Data-driven insights provided both job seekers and employers
- Contribute to Bangladesh's workforce development

2.3 Services and Features

For Job Seekers: Creating profiles showcasing skills showcase, building resume, job search, job alerts, tracking application, career resources, and skill assessment tools.

For Employers: Interface for Job posting, candidate search in extensive database, applicant tracking system, AI powered resume screening, interview scheduling, analytics dashboard, and employer branding pages.

Some of the key features of the platform are:

- Platform development and maintenance with continuously improving
- Sales and business development acquiring corporate clients
- Marketing and communications through digital campaigns
- Customer support for job seekers and employers alike
- Internal operations managements HR & General Administration

2.4. Organizational Structure:

Skill Jobs has a flat organizational structure that facilitates quickness and innovativeness:

Top Management: Founder/CEO, CTO, COO

Middle level Management: Chiefs of Sales, Marketing, Product Development, HR, Customer Support

Operational Teams: Technology, Sales, Marketing, Customer Support, HR, Content Creation

The organizational chart rather flat which encourages open communication, fast decision-making, and cross-functional collaboration typical in a technology startup.

2.5. Corporate Strategy & Competitive Advantages:

The following are some of the key pillars on which Skill Jobs has its corporate strategy:

Strategy Pillars:

- User-centric approach with tailored experiences
- Market expansion to new industry verticals

- Quality focus on verified job postings and candidates
- Data-driven decision making

Competitive Advantages:

- Skill-based matching with a focus on competencies rather than credentials
- User-friendly interface with intuitive navigation
- The understanding of dynamic within Bangladesh's local market
- Personalized service with responsive customer support
- Cost-effective solutions accessible by SMEs
- Continuous innovation involving user feedback
- Community building beyond transactional relationships

Chapter 3

HR & General Administration Department

3.1. Recruitment and Selection Section:

At Skill Jobs, recruitment is core function, adopting skill-based methodologies in its hiring processes internally.

Key Activities:

Workforce planning and job analysis, Strategic sourcing of candidates through multiple channels, and thorough resume screening and evaluation are some of the key activities. Besides this, the recruitment team also manage interview coordination and scheduling, candidate assessment through various methods, and conduct in-depth background verification. The process concludes with offer management and the finalization of employment contracts.

Recruitment Process:

The overall process of recruitment starts with a requisition by the department head followed by approval from the management. After that, is the Job posting creation and posting. Then comes application collection and sorting. Initial screening of applications is done based on requirements. Then, the shortlisted candidates have to go through various assessment rounds, resulting in final selection. Preparing the offer onboarding preparation conclude this process.

3.2. Employee Relations and Training:

Employee Relations Functions:

Functions of Employee Relations the functions of employee relations focus on employee engagement activities and facilitations of communication between management and employee conflict resolution and grievance handling, conducting exit management with interviews. The department also manages recognition programs and satisfaction surveys.

Training and Development:

Training and development encompass thorough onboarding for the new employees, technical skills training regarding different tools and systems, soft skills development workshops, updates on industry knowledge, career development planning, and cross-training for skill diversification.

3.3. Payroll, Benefits, and Performance Management:

Payroll and Benefits:

It ranges from payroll with deduction and tax processing to the administration of benefits and management of health insurance. Also, leave management and provident fund administration, and management of performance bonuses keeping in view statutory compliance.

Performance Management Cycle:

The Performance Management Cycle is a structured process and it begins with goal setting aligned with organizational objectives. This is followed by Continuous feedback and check-in to monitoring progress are followed by Mid-year progress reviews and the annual comprehensive appraisals. It's based on development planning and finally, rewards are linked to performance outcomes.

3.4. General Administration:

Key Functions:

These include office management that deals with for facilities and equipment maintenance. It also covers vendor management for supplies and services and asset tracking and maintenance. The department is also charged with the responsibility of maintaining documentation and organizational records, event arrangements and coordination events such as meetings and conferences, managing travel arrangements for business trips. In Addition, it deals with reception and visitor management while ensuring compliance with health and safety compliance across the organization.

Chapter 4

Internship Activities

4.1 Internship Experience:

I have joined the Skill Jobs on 6th October 2025, feeling so excited and yet nervous about my first corporate experience. The warm welcome and introduction at once put me at ease. I was assigned as a mentor who guided me through, the journey while I was an intern, I was not made to feel like one.

The dynamic, collaborative, and learning-oriented environment motivated me to give my best effort in the workplace. Every day presented new learning opportunities and challenges. The supportive and friendly team made even difficult tasks manageable, with someone always willing to help and explain. This three month experience made me not only become familiar with the HR processes but also be able to carry out various recruitment, official documents and administrative duties on my own.

4.2. Key Responsibilities and Activities:

Recruitment Activities:

As part of the recruitment process, I Generated job advertisements and wrote comprehensive job descriptions, Sifted through +500 resumes or more in three different positions, kept in touch with the candidates via email and phone. I was able to arrange 50 plus interviews with no conflict of scheduling and keep track of the candidates managing the candidate tracking systems and databases to maintain proper record keeping. Additionally, I onboarding got done by conducting reference checks on shortlisted candidates to prepare the required onboarding documents to employed personnel.

Employee Relations and Engagement:

Regarding the relations and engagement with the employees, I was also active in modes of organizing team events, festivals and other celebrations that created a good working culture. I made internal notifications and announcements, assisted with the administration of employee satisfaction surveys, and helped to introduce new members to the organization so that the transition into the team is successful.

General Administration:

Under the general administration, I organized and kept employee files confidential, inventory office supplies, procurement and reception desk during peak hours. I managed logistics and equipment tasks during meetings, performed proper data entry tasks and ensured physical and digital files. I was also in charge of official correspondence.

Special Projects:

I have worked on various special projects such as review of HR policies and documentation of the HR processes to facilitate the development of standard procedures. I evaluated recruitment metrics such as time-to-hire gave workflow improvement recommendations and developed recruitment content on social media.

Key Achievements:

In these roles, I managed to accomplish a few significant results; including but not limited to screening 500+ resumes in an efficient manner, Coordinating 50+ interviews with no conflicts and being part of hiring eight qualified employees. It will be able to enhance the candidate response time on standardized templates and structures and conduct 3 successful employee engagement events.

Chapter 5

From My Internship Learning

5.1. Soft Skill Acquired

1.Communication Skills: Learned written, oral, and phone communication skills by using emails on a daily basis, communicating with the candidate, and discussing with team members. Acquired crispness, and due professional manner.

2.Time Management: Learned how to prioritize tasks, manage deadlines, multitask, and plan to be able to manage several tasks effectively without having to procrastinate.

3.Teamwork and Collaboration: I have learned to work as a team, share knowledge, support one another, and value the different working styles in enhancing the success of team efforts.

4.Adaptability and Flexibility: Grew skill in dealing with uncertainty, learning fast, taking feedback, open to change, and creative solution to unforeseen challenges.

5.Professionalism: Exhibited punctuality, dress code, work ethics, confidentiality, professional boundaries, and accountability in any given work.

6. Emotional Intelligence: Greater understanding of the candidates and employees, self-understanding of strengths and weaknesses, ability to handle stress during peak times, ability to handle conflict, and long-term motivation.

7.Customer Service Orientation: Demonstrates responsiveness, courtesy, resolving problems, surpassing expectations, and developing a good rapport with stakeholders.

8.Attention to Detail: Understood the significance of accuracy by checking data twice, making sure it was thorough, controlled in quality and organized in a systematic manner and the use of a consistent procedure.

5.2. Hard Skill Acquired:

1.Recruitment Skills: Resume screening and analysis, job description writing, interview techniques, candidate assessment, sourcing strategies, applicant tracking and background verification.

2. HR Technology: Learned applicant tracking systems, database management, Microsoft Office suite (advanced Excel, Word and PowerPoint), e-mail management, HRIS, and e-communication.

3.Administrative Skills: File administration, proper record maintenance, office organization, time management and calendar keeping, organization of events, administration of correspondence, administration of inventory.

4.Data Analysis: Learned how to monitor the recruitment metrics (time-to-hire, cost-per-hire, source effectiveness), create detailed reports, spreadsheet functions, visualizations, and trends.

5.HR Compliance: Knowledge about the laws of Bangladesh regarding labor, documentation requirements, privacy and confidentiality, policy execution, and record maintenance.

6.Professional Writing: Business email writing, writing job advertisements, creating an offer letter, writing a rejection letter to a job applicant, internal memos and formal report writing.

5.3. Professional Development

Career Clarity: The practical experience established the fact that I truly enjoyed HR, especially recruitment and employee engagement, and made my career choice final.

Industry Knowledge: Developed a thorough insight into online recruitment business, trends in HR technology application, issues of employment in Bangladesh, and best practices of talent acquisition.

Networking: Established quality relationships with HR professionals who may act as mentors as well as learned the relevance of networking in professional career advancement.

Self-Confidence: Overcoming the difficult tasks and getting the positive feedback, was a great contribution to my professional confidence and readiness to the corporate life.

Work Culture Understanding: A mastered set of professional expectations, organizational hierarchy, organizational relationships, departmental teamwork, and professionalism-colleganess balance.

Chapter 6

Recommendation & Conclusion

6.1 Recommendations:

For HR Department:

Introduce an in-depth integrated HRIS that incorporates recruitment, payroll and performance management. Establish internship programs that are well organized with goals and evaluation standards. Improve on boarding process through 30-60-90 day check-ins and buddy system. Develop standard training on HR technologies and professional development. Institute formal performance management system and quarterly performance reviews. Instituting regular employee feedback systems in the form of surveys and suggestion system. Establish succession planning of strategic roles that will guarantee business continuity.

In the case of General Administration: Go paperless with cloud storage in documentation. Have performance rating vendor management system. Create thorough asset management with the latest technology. Maximize work areas using mobile seating and team areas.

To Organize Development: Develop effective career growth plans that do not obscure career advancements. Introduce an internal communication platform towards enhanced collaboration. Make employee wellness programs such as health and mental health support. Establish knowledge management storage centre.

To Recruitment Process: Improve the candidate experience by being more communicative and providing positive feedback. Build better employer branding testimonials and social media. Formal campus recruiting relationships with universities. Introduce or improve employee referral program that has incentives.

In the case of Technology and Intern Management: Mobile application is to be considered as an access point to employee HR service. Determine areas of automation of administrative processes. Enhance data security by periodic audits. Institute official intern feedback systems. Issue certificates, LinkedIn recommendations, and rewards to successful interns.

6.2 Conclusion

The three months internship experience at Skill Jobs under the HR & General Administration department has been a life-changing experience as it has helped me successfully merge theory and practical corporate practice. The experience was very informative on human resource management, organizational operation, which supports the co-existence of human-based approaches of innovation in contemporary organizations. Some core competencies that were acquired were not only technical skills, but also caring, patience, attention to detail and genuine interest to ensure that people succeeded which was developed by facing difficulties such as sifting through hundreds of resumes and keeping good schedules. This practical experience not only cemented the desire of the intern to launch a career in talent acquisition and employee engagement, but also gave them confidence to create a significant HR practice, and also acquired practical skills above what the textbooks taught. Having switched to job seeker status, the intern has already obtained a professional and personal skill set, informed by the experience gained on professionalism and work ethic, and urges all students to perceive real-world experience with internship as priceless.

6.3. Reference:

- [1] Skill Jobs. (n.d.). Official website. <https://skill.jobs/>
- [2] Skill Jobs. (n.d.). Company profile and service offerings. <https://skill.jobs/about>
- [3] <https://bd.linkedin.com/company/skilljobsbd>
- [4] <https://www.facebook.com/skilljobs.bd/>
- [5] <https://daffodil.group/business-ventures/ict-ventures/skill-jobs>
- [6] Daffodil International University. (2025). Internship guidelines and requirements. DIU.
- [7] Supervisor's Designation: Md. Mamunur Rashid
Head, Training and Development, Skill Jobs
Cell: 01847-33476 td@skill.jobs

Chapter 7

Appendices

Appendix A: Internship Certificate

[Placeholder for internship completion certificate from Skill Jobs]

Appendix B: Photographs

I have taken some pictures of my work with permission from the skills Jobs:

Human Resource Department

102/1 Sukrabad, Mirpur Road, Dhanmondi, Dhaka-1207

Date: 03/12/2025

To,
Sinthia Thasin

Subject: Offer Letter for Internship in HR & General Administration Department.

Dear Sinthia Thasin,

We are pleased to inform you that your application for an internship in the **HR & General Administration Department at Skill Jobs** has been accepted. Here are the terms of the internship while working with the company.

Internship Details:

Position: Intern – HR & General Administration Department

- **Duration:** From 01/10/2025 to 01/02/2026
- **Designation:** Intern
- **Working Hours:** 10:00 AM to 5:00 PM

Terms and Conditions:

- As an intern, you will not be entitled to any salary, stipend, or other benefits during this internship.
- Your performance will be evaluated periodically by your supervisor, and feedback will be provided to help you develop your skills.
- You are expected to follow the company's code of conduct, rules, and regulations applicable to all employees during your internship period.
- You are expected to maintain the confidentiality of any sensitive information you may come across during your tenure.
- The internship does not guarantee a permanent position with the company at the conclusion of the program.

You are also advised to submit your internship Report to HR Division after the successful completion of your internship period along with the Performance Appraisal from our organization.

Sincerely,



Md. Rubel Hossain
Executive Officer (Admin & HR)
Skill Jobs
Cell: 01847334829

