



Daffodil
International
University

Internship Report
On
“My Journey in Human Resource Department at Skill Jobs”

Submitted By

Abir Hasan

I'd: 221-10-860

Batch: 55

Department of English

Daffodil International University

Supervised By

Ms. Zerin Tohfa Farhat

Lecture

Department of English

Daffodil International University

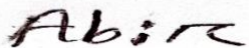
Declaration

At first , I would like to express my gratitude to Almighty Allah and I am happy to inform you that I have submitted my internship report titled "My journey in Human Resource Department at Skill Jobs" to the Department of English, Daffodil International University.

I have prepared this internship report under the supervision of Zerin Tohfa Farhat, Lecturer, Department of English, Daffodil International University.

“I, Md. Abir Hasan, I declare that all the work presented in this report is entirely the result of my own efforts and no unauthorized information has been used anywhere. I ensure that I have followed the academic and ethical standards in this work.

This internship report is a essential part of completing my BA Hons. degree in English.



Signature

Name: Abir Hasan

Id: 221-10-860

Department of English

Daffodil International University

Certificate of the Supervisor

Daffodil International University

Department of English

Faculty of Humanity and Social Sciences

Daffodil Smart City, Ashulia, Dhaka

This is to certify that Abir Hasan has completed his Project Paper under my supervision. As part of the requirements for the BA in English program at Daffodil International University. The project, titled “Internship Report on My Journey in Human Resource Department At Skill Jobs” was carried out during the period from September 2025 to December 2025. During this time, Abir demonstrated excellent academic integrity, critical Thinking, and a commitment to producing high-quality work. His contributions reflect a deep Understanding of the subject and a strong ability to apply theoretical knowledge to practical Challenges. As the supervising authority, I have reviewed and guided this work to ensure that it adheres to The academic and ethical standards expected by our institution. I am confident that the skills . And dedication displayed by Abir will serve them well in their future pursuits.

This certificate is issued as a testament to their successful completion of the supervised work.

Sincerely,



Zerin Tohfa Farhat

Lecturer Department of English

Faculty of Humanity and Social Sciences

Contact No# 01727208742

Email: zerin.eng@diu.edu.bd

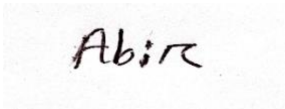
Acknowledgement

The internship was a wonderful learning experience for me. I am grateful to Almighty Allah for giving me such an opportunity through which I was able to develop my professional skills.

I express my sincere gratitude to my supervisor, Zerine Tohfa Farhat Madam, Lecturer, Department of English, Daffodil International University, for her support, guidance, and inspiration that encouraged me throughout this internship program.

Also, I would like to thank my industrial supervisor Md. Mamunur Rashid sir and my academic advisor Mahmudul Hasan sir, Lecturer, Department of English, Daffodil International University, for their constant support throughout my professional journey.

Finally, I am really grateful to the administration of Daffodil International University for giving me this valuable opportunity and for encouraging and assisting me in completing my internship report



Signature

Name: Abir Hasan

ID: 221-10-860

Department of English

Daffodil International University

Abstract

This report presents a full account of my three-month internship experience in the Human Resource department under the Skill Jobs Internship Program. The main purpose of this internship was to bridge the theoretical knowledge with practical work and increase professional experience and personal skills.

The internship is divided in two part. In the first part, I got the opportunity to gain basic understanding of human resource management, employee recruitment, professional behaviour, communication strategies, and administrative processes through a month-long training. In the second part, I got the opportunity to work with Skill Jobs directly during a three-month practical internship. There, I was directly involved in various activities including CV screening, assist in onboarding, interview scheduling and office management

Finally, I would like to say that this internship program provided me a practical experience on human resource management and inspired me to build a long-term career in this field.

Key Words:

HR and Admin, Skill Jobs, Challenges, Internship Report , Training , Experience Recruitment, Communication, Interview,

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Chapter 1: Introduction

Academic learning becomes meaningful only when a student gets the opportunity to apply classroom knowledge in a practical work environment and culture. For this reason, internship programs play a very vital role in a student's professional journey. I chose the Human Resource Management Internship Program offered by Skill Jobs. I always wanted to know and observe how HR departments daily tasks are performed. Activities like assist in recruitment, CV screening, interview Scheduling, Assist in Onboarding, employee data management, and office Management can only be understood properly when someone gets real life experience. This internship program gave me that opportunity.

HR departments are often considered as the foundation of an institution because it deals with people which is the most crucial asset of any organization. They ensure that the correct persons are selected and trained. The HR department naturally attracted me. Actually my goal is to become a well skilled HR Manager, and this internship program was a great opportunity for me.

At the time of this internship, I worked with Skill Jobs. Through this program, I improved my communication skills, office Management, leadership qualities, email etiquette, time management, critical thinking and problem-solving abilities.

This report shows a detailed overview of my internship journey. Here I present the tasks I performed, the problems I faced, the skills I gained, and what I achieved. This internship program has prepared me to enter the professional world with a clearer understanding of HR functions.

Chapter 1.1: Objective

The leading motive of this project is to connect the academic knowledge with practical work and increase professional experience.

The main objectives of this project are :

- To connect the gap between academic knowledge and professional experience.
- To build a real life understanding of Human Resource department.
- To learn professional behaviour and corporate culture.
- To develop communication, time management, punctuality, office management and problem-solving abilities.
- To prepare for a future career in HR and Admin
- To complete the course name “Project Paper with Internship” (Course Code:ENG431)
- To improve practical Knowledge that align with companies requirements
- To learn the importance of communication in HR and Admin
- To improve Leadership Qualities
- To learn problem solving and critical thinking skills

Chapter 1.2: Methodology

Institute selection:

Choosing the appropriate institutions for internship training is a vital part in shaping one's practical or career journey. It took me about one month to choose the right organisation for my internship. However, I chose "Skill Jobs" for my internship organization because it is renowned for offering effective and job-oriented training programs which connect learners with practical industry experience.

Departmental Recommendation:

After completing the institute selection part, I needed a recommendation letter. SoI gathered a recommendation letter from my department. Then I submitted it to the authority of 'Skill jobs'.

Taking Permission:

To finished my internship program, I required an approval from the authority of Skill Jobs. I asked an approval letter from Skill Jobs. After taking their permission , I sought acceptance from my supervisor.

Duration :

The internship was directed over a four-month period (September 2025 to December 2025). The first month was dedicated to online training conducted by Skill Jobs, one the other hand, the remaining three months involved real life work placements at various industry or organisation which help me to gain professional experience.

Report Preparation:

In this internship report, I have written all my experiences and knowledge from the beginning to the end of the internship program in a simple and structural way. I have mentioned in this report what I saw, learned and understood while my internship was going on. Moreover , the rea life knowledge learned from training, session, guidance and daily work has also been highlighted in simple language, as a result the report draws a clear portrait of my whole internship experience.

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Chapter 3: Why I Choose HR Department

I chose the HR department because I have wanted to know and learn how an institution manages employees, how it maintains office rules and regulations, and how it makes an amazing and professional environment for employees. The HR department is very vital part in any institution, as they are responsible for recruitment, CV screening, conducting interviews, solving employee problems, providing training, and maintaining the culture of the institution beautifully. I wanted to work in the HR department out of my interest in learning these tasks up close and seeing them in practice.

Also, my personality match well with this department. I like to work regularly, feel comfortable taking responsibility and love talking to people and solving problems. So working in Human Resource Management will allow me to utilize my abilities better.

One of the most important thing is—I want to become a professional HR Manager in the future. I really enjoy working with human resource management and want to establish myself in this field. As a result, I did this internship, so that I can gain real life experience from the beginning and build a solid foundation for my future career.

So, choosing HR department was the right and beneficial decision for my career, which will help me move forward in my professional life

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Chapter 3.1: Roles of HR Department

The importance of the HR department is immense in controlling the development and infrastructure of an organization. The HR department plays an important role in selecting skilled candidates, developing their skills, and solving various problems of employees. Below is a discussion of the key activities of this department.

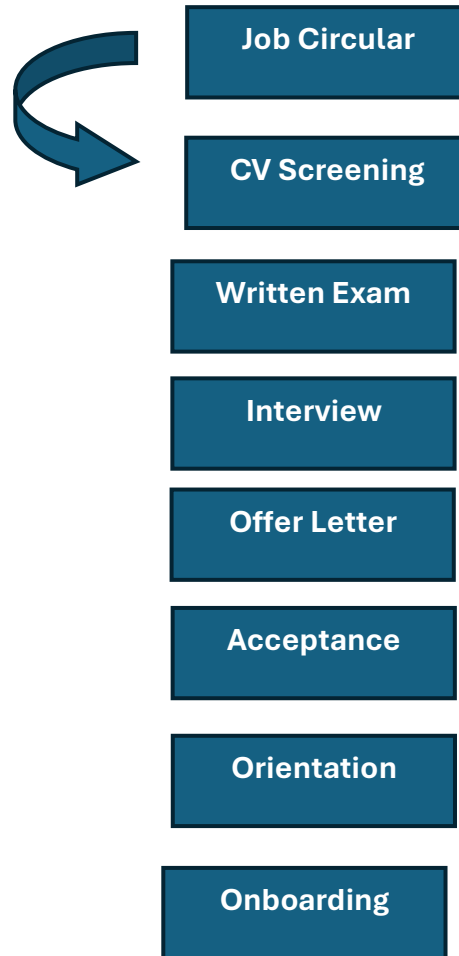
Selection: The most important and main responsibility of the HR department is recruitment. In this case, they first create a job description and then select qualified candidates through various ancillary activities including interviews, CV screening etc. The HR department checks whether the candidate's qualification scale, experience and educational qualifications match the company's requirements.

Orientation : Another important task of the HR department after recruitment is orientation. In this process, they inform new employees about the company's various rules, culture, and regulations so that new employees can adapt to the company.

Training: Another important function is that the HR department organizes various types of training programs, sessions, seminars, skill development sessions so that employees can improve their skills and play a major role in the improvement of the company.

Reward: Besides, the HR department manages the award and recognition system. It provides promotions, salary increases and various other facilities to employees based on their performance.

Selection Process:



Chapter 2: Institution Details

Skill Jobs is a practical training, internship and job provider institution that mission and vision is to link the gap between academic knowledge and real life skills and experience for practical work. The institution helps students for their future career growth through various training, programs, session, practical learning, internship program and counseling.

Institute Name	Skill Jobs
Established	2000
Location	Sukrabad, Dhanmondi, Dhaka
Type	Private
Vision	To create a qualified and capable human resource

Chapter 4: Internship Activities

As I mentioned before that my internship program divided into two parts. First one month I received basic online training about HR and Administrative functions. Then other two months I have learned practically through real life Experience.

Training Period (One Month) :

In the first month, Skill Jobs organised a well structured training period which is focused on the basic concepts of Human Resources and Administration. The main purpose of this training was to help the learners gain real life knowledge and skills which is required in a corporate environment.

The training period covered the following vital topics:

- Recruitment, Selection Process and CV Screening
- Professional Communication, Presentation Skill
- Office Management and Team Work
- Time Management, Leadership Qualities
- Critical Thinking, Problem Solving, Basic HR Tools

In this training part, I got to learn in depth about several aspects of Human Resources and Administration. The tutors explained the topics through practical examples, home work and assignment which developed my learning process.

All in all, this training phase has laid a vital foundation for me, which has encouraged me to work confidently in the real life later.

Practical Experience in Industry::

After completing the training period, I was assigned to several organizations like Meghna Group, Robi, and bKash for real life experience. This experience allow me the opportunity to closely observe and participate in how human resources and administrative activities are actually assigned in a variety of corporate environments.

At Meghna Group, I involved with the HR team and assisted in office management and customer service.

At Robi, I engaged in several stages of the recruitment process including CV screening, communication, and job circular.

At bKash, I engaged in the administrative department, where I was responsible for event management, employee attendance record , and other official task.

Working in these multiple corporate environments has taught me that the HR department works differently based on their institutional needs. Through this practical experience, I understood how an institution's HR function plays an important role in the instructions progress, and effectiveness.

Intotall, the journey of working in various companies has enhanced my perspective and encouraged me to work with confidence in my practical life.

Chapter 4.1: My Tasks

Task 1

Job Advertisement:

I actively played a key role in a job advertisement. I was responsible for preparing a job description according to job requirements. I was also responsible for screening the right cv for the company that match with job requirements.

- Creating a job description
- Posting a job advertisement
- CV Screening

Through this activity I understood the basics of HR department

WE ARE HIRING



About Chologhuri: Chologhuri is a growing tourism and hospitality company that offers customized tours, hotel arrangements, and complete travel services. We are dedicated to providing exceptional customer experiences and creating memorable journeys for our clients across various destinations.

Job Title: Front Desk Officer

Salary: Negotiation

Key Responsibilities:

- Greet and welcome guests in a professional and friendly manner.
- Handle check-in and check-out procedures efficiently using the property management system.
- Manage room reservations, cancellations, and modifications.
- Answer phone calls, emails, and in-person inquiries promptly and courteously.
- Handle guest complaints or requests promptly and professionally.

Job Requirements :

- Bachelor's degree or diploma in Hospitality, Tourism, or related field.
- Prior experience in front office or customer service (1-2 years preferred).
- Excellent communication and interpersonal skills.
- Proficiency in hotel management software (e.g., Opera, Fidelio) and MS Office.
- Strong organizational and multitasking abilities

What We Offer:

- Fast Career Growth
- Medical Insurance
- Outstanding Work Environment

Send Your CV: 📞 01927300500 ✉️ chologhuri11@gmail.com

Location: Chologhuri Head Office , Bangla Plaza, Ashuliya, Dhaka

Application Deadline: 30 October, 2025.



Picture of Job Description

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Task 2

Seminar Organizing:

We worked as a team. We were responsible for organizing a seminar titled “Bridging the Gap from Campus to Successful Career”. We contacted with several Collages under National University through email or phone call. Then try to convince them about the program.

I was involved in:

- Seminar Organizing
- Counseling
- Advertising

Through this activity I learned how to organize a program. Through this activity I helped to understand the basic rules of event management.

Task 3

Assist in Meeting

I was responsible for assisting HR manager in different daily activities. Such as:

- Handle Google Calendar
- Taking Meeting Minutes
- Email Drafting
- Manage Supporting Documents

Chapter 5: Major Roles and Responsibilities

During this internship program I was involved in various responsibilities and duties that helped me to gather practical knowledge. At first, I was worried about my roles and responsibilities but our supervisor guided us properly. As a result I became more confident in my duties and successfully completed all the duties that I was given. Some roles and responsibilities were:

- Assisting in recruitment, CV screening and selection
- Assisting in onboarding
- Assisting in employee records
- Assisting in data management
- Handling internal communications
- Supporting office management and customer service
- Preparing HR files and databases

These roles and responsibilities helped me a lot to understand the regular operations of HR and Administration department. In addition I would like to mention that these responsibilities helped me to understand the importance of coordination in administrative functions.

Chapter 6.1: Skills that I Developed During My Internship

Soft Skill	Hard Skill
Team Work	Email Etiquette
Presentation Skill	Event management
Critical Thinking	HR Tools
Positive Thinking	Recruitment
Professional Etiquette	CV Screening
Time Management	Ms Office
Business Communication	Organizing

Chapter 6: Key Learning

Through this internship program, I learned several valuable lessons in both practical and personal areas of life. This learning period increased my ability to work confidently, think critically, handle pressure, and manage professional duties with accuracy and discipline.

Key Learning from this internship program :

- Understanding the recruitment, CV screening, and selection process
- Learning employee onboarding and orientation
- Improving communication skills in professional settings
- Learning the basic tasks of the HR and Administration department
- Learning how to work with teammates
- Adjusting to the corporate environment
- Learning how to work under pressure
- Developing leadership qualities, time management, and critical thinking
- Gaining experience in customer service and office management
- Learning email etiquette

Chapter 7: Challenges

When we start a new task, we face many problems or challenges that worry us. But if we can overcome them, our next journey becomes smoother. Similarly when I joined this internship program I faced some challenges.

Some challenges I faced were:

- At the beginning, I felt nervous and uncomfortable when speaking with the supervisor.
- During the first few days, I had trouble adjusting to the new place, new environment, and new people.
- I felt shy and nervous about asking for help when I needed it.
- I faced difficulties in managing time and maintaining accuracy.
- I had limited interaction with colleagues and other officials.
- Balancing internship activities, report writing, academic pressure, and personal duties was hard to manage at the same time.
- It was difficult to adapt to the institution's environment.

Chapter 8: Findings

During this three-month internship program at Skill Jobs, I have learned many crucial things about the major roles and responsibilities of the HR departments. The major things I have understand from this professional experience are listed below:

1. Recruitment Process

I have seen that institutions follow a specific and step-by-step process to hire right candidates for the company.

- CV screening
- Short listing
- Interviews are conducted
- And then the final selection is made

This confirms the recruitment of qualified and skilled candidates in the institution .

2. Importance of Communication

An effective communication system is very crucial in HR work. I have seen:

- Talking to candidates professionally on the phone
- Professional email communication with various departments
- Coordination and maintaining good relationship with various departments

These make the work of the organization much easier, dynamic and play a vital role in company development

3. Training and Development Activities

Organizations arrange regular training and development program to increase the skills of employees. Such as ,

- Seminar
- Workshops
- Job training

Through these skills development program, candidates can learn quickly and gain more knowledge.

4. File Management

I learned that maintaining HR files and employee information is a very vital and confidential matter.

- File Maintenance
- Data organization
- Keeping employee information updated

5. Importance of Organizing Career Programs

- Seminars
- Career programs
- Job fairs

These programs are very helpful for students and job seekers. By organizing a seminar on “Bridging the Gap: From Campus to a Successful Career”, I understood that these career programs make students aware of their future.

Chapter 9: Conclusion

This Internship Program at Skill Jobs were one of the most important experiences of my academic and practical life. This internship program helped me understand firsthand what real life work is like in a corporate culture. I was able to learn a real understanding of modern human resource management, administrative work and office work.

At this time, I learned selection process, CV screening, Interview scheduling, onboarding, business communication, customer service and employee data management. In addition, I also developed some soft skills such as leadership qualities, critical thinking abilities, problem solving, teamwork, time management and confidence . These skills will be very helpful to me in the future.

At first I faced some challenges in adjusting with the new culture, shyness , time management and lack of confidence, but gradually I overcome them with the guidance of my supervisors and the help of my senior colleagues. These challenges ultimately made me more mature and prepared.

In general, this internship program enhanced my knowledge, skills and professional experience. It further strengthened my dream of pursuing a career in HR. In the future, I would like to build my career in the junior division. I believe that these skills and experience will help me a lot in my career.

Chapter 10: Appendix

Internship Questionnaire:

- What are the main roles and responsibilities of an HR department?
- How does an HR team ensure the right candidate?
- What are the challenges that an HR department typically faces?
- What are the most important skills in an HR department?

Acronym :

HR	Human Resources
MM	Meeting Minutes
IT	Information and Technology
HRM	Human Resource Management
CD	Country Director

Certificate from University

**Daffodil**
International
University
A landmark to create the Future

**Faculty of Humanities
and Social Science**

Ref: Internship Placement//253**November 18, 2025**

To

The Head, Training and Development

Skill Jobs
DT4, 102/1 Shukrabad, Mirpur Road
Dhanmondi, Dhaka-1207

Subject: Request for Internship Placement

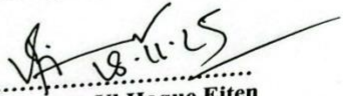
Dear Sir,

We are happy to inform you that the Department of English at Daffodil International University (DIU) has been offering a BA in English for the partial fulfillment of the requirement for the BA in English Degree. Students are required to be placed in relevant organizations as interns to gather professional experience. The duration of the Internship is three months.

I would like to draw your kind attention to the fact that **Abir Hasan, ID Number: 221-10-860**, has completed 123 credit hours in 40 courses from the Department of English. It would be highly appreciated if you could kindly allow him to be an Intern at your esteemed organization.

Please feel free to contact me for further information if required.

With best regards,


.....
Dr. Ehatasham Ul Hoque Eiten
Assistant Professor & Head
Department of English
Daffodil International University
Email: headenglish@daffodilvarsity.edu.bd

Daffodil International University: Daffodil Smart City, Birulia, Savar, Dhaka-1216, Bangladesh
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01841493050, Fax: +8802224441835, E-mail: info@daffodilvarsity.edu.bd www.daffodilvarsity.edu.bd

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Joining Letter from Skill Jobs



www.skill.jobs
102/1, Shukrabad, Mirpur Road, Dhanmondi, Dhaka-1207 01847027537 contact@skill.jobs

Human Resource Department
102/1 Sukrabad, Mirpur Road, Dhanmondi, Dhaka-1207
Date: 03/12/2025

To,
Abir Hasan

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

Dear Abir Hasan ,
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

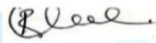
- **Duration:** From **01/10/2025 to 01/02/2026**
- **Designation:** Intern
- **Working Hours:** 10:00 AM to 5:00 PM

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



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Institution Logo:

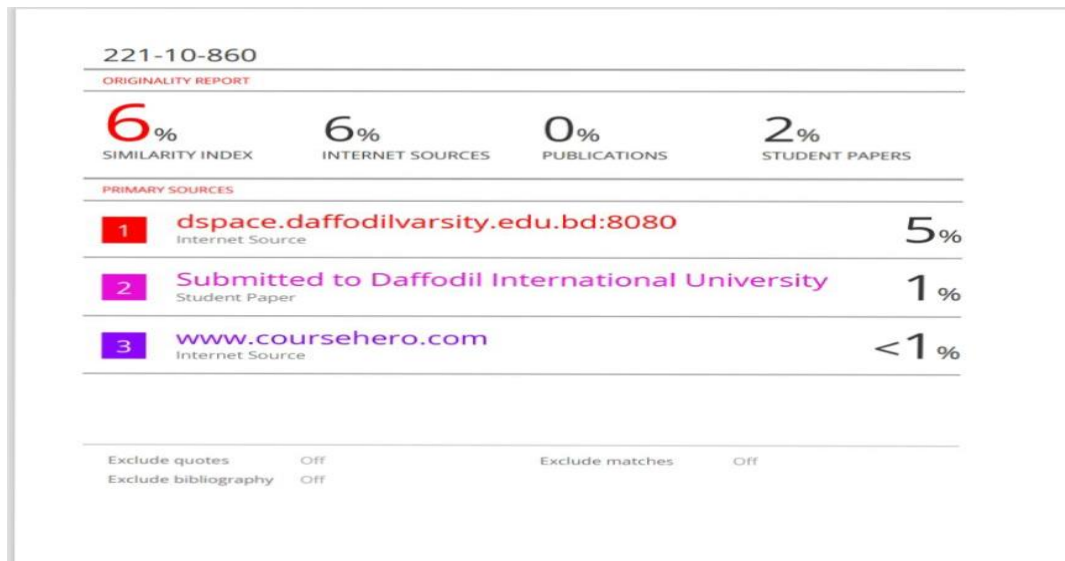


Meeting Time:



Abir 24

Originality Report:



Internship Proyal:

Welcome, ABIR HASAN

[Edit Resume](#) [View Resume](#) [Job Apply History](#) [Application Status](#) [Placement Info](#) [Search Internship/Project/Thesis Reports](#)

Dear applicant, photocopy of your transcript must be submitted while collecting forwarding letter from Department and original copy of the transcript must be shown.

Internship Information

Internship/Project/Thesis/Industrial Attachment Supervisor's Information						
Group No	ID	Name	Cell No.	Supervisor	Company	
58876	221-10-860	ABIR HASAN	01774997832	Zerin	Skill Jobs Internee HR	Create Group

[Delete Internship Information](#)

Please Edit Report Title

Internship Title :	My Journey in Human Resource Department at Skill Jobs	Edit	Remove
Project Title :		Edit	Remove
Thesis Title :		Edit	Remove
Industrial Attachment Title :		Edit	Remove