



Daffodil *International* **University**

Internship Report On

Bridging Theory and Practice: HR & Admin Internship at Skill Jobs

Submitted To:

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13-12-2025

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

LETTER OF TRANSMITTAL

Date: 13 December,2025

Dr. Ehatasham Ul Hoque Eiten
Assistant Professor & Head
Department of English
Faculty of Humanities & Social Science
Daffodil International University

Subject: Submission of Internship Report on “Bridging Theory and Practice: HR & Admin Internship at Skill Jobs”

Dear Sir,

My internship report on the subject matter is titled “**Bridging Theory and Practice: HR & Admin Internship at Skill Jobs**” and has been prepared based on the four months internship period which involved online skill development courses and continuous practical classes. I attempted to go by your guidance and use what I learned during the program.

I would like to thank you so much for your constant support and encouragement. I would like to say that this report will satisfy you.

Sincerely,



.....

Signature

Tasnim Binta Khaled

ID: 221-10-998

Department of English
Faculty of Humanities & Social Science
Daffodil International University

STUDENT DECLARATION

I, Tasnim Binta Khaled, ID: **221-10-998**, hereby declare that this internship report titled **“Bridging Theory and Practice: HR & Admin Internship at Skill Jobs”** has been prepared entirely by me. All the work presented in this report is based on my own learning, activities, and observations during my internship at Skill Jobs.

I completed this internship under the supervision of Dr. Ehatasham Ul Hoque Eiten, Assistant Professor and Head, Department of English, Daffodil International University. This report is being submitted to the Department of English as a partial requirement for the completion of my B.A. (Hons) in English degree for the course Project Paper with Internship (ENG 431).

I also confirm that this report has not been submitted to any institution or for any academic purpose other than this course. Any idea, information, or visual material taken from other authors or sources has been properly cited and acknowledged in the appropriate sections.



.....
Signature

Tasnim Binta Khaled

ID: 221-10-998

Department of English

Faculty of Humanities and Social Science

Daffodil International University

CERTIFICATION OF ACADEMIC SUPERVISOR

This is to certify that Tasnim Binta Khaled, ID: **221-10-998**, Department of English, Daffodil International University, has successfully completed her internship titled “**Bridging Theory and Practice: HR & Admin Internship at Skill Jobs**” under my supervision.

She attended online sessions and practical classes and performed her assigned duties with sincerity.



.....

Signature of the Supervisor

Dr. Ehatasham Ul Hoque Eiten
Assistant Professor & Head
Department of English
Faculty of Humanities and Social Science
Daffodil International University

ACKNOWLEDGMENT

In the very first place, I would like to say my sincere thanks to Almighty Allah. I would not have been the same strong and resilient person to finish my internship and work on this report had it not been through His grace and blessings that I managed to accomplish all that I did in HR and General Administration at Skill Jobs. This has been a fruitful experience and I am very grateful to all the opportunities that He has given me.

I would also like to thank the Department of English at Daffodil international university that has enabled me to participate in this internship as a part of the academic program. This chance has contributed to my growth not only at the academic level but also on the personal and professional level.

I would like to express my utmost gratitude to my supervisor who is Dr. Ehatasham Ul Hoque Eiten, the Assistant Professor and Head of the Department. I was always motivated by him to perform my best, and his opinions and constructive criticism were always useful. I highly appreciate the time he devoted in assisting my work as the intern.

I would also wish to acknowledge Md. Mamunur Rashid, the Head of Training and Development at Skill Jobs. I owe him a great debt of gratitude as well as to all the trainers and the teammates who took the time to share their experiences with me. Their collaboration and recommendations also assisted me to see the HR and administrative roles in a practical angle.

Lastly, I would like to recognize my colleagues and my fellow interns. They were very supportive, worked as a team, and were friendly and this contributed significantly to the success of this journey. I would not have been as satisfied with my internship experience as I am without their assistance and cooperation.

ABSTRACT

The report on this internship presents my level of experience during my internship as an HR and General Administration intern at Skill Jobs. During the program, I participated in both online sessions and hands-on assignments, which allowed me to have a glimpse of how HR tasks are performed in a real workplace. Some of the key soft skills discussed during the online sessions include time management, communication, leadership, and professional behavior. The sessions equipped me with the corporate world and provided me with a better background of learning the HR related roles.

On the applied level, I was exposed to a number of HR functions such as the selection of departments, university research, and seminar-related assistance. I have not yet had an opportunity to work on a complete seminar organization or be directly engaged in the recruitment process, though, the activities I was engaged in allowed me seeing how a work of the administration is arranged and implemented. I also encountered the communication issues arising through phone calls and organization of events. These tasks taught me the importance of patience, time management and teamwork in ensuring a smooth workflow.

Another aspect to be discussed in this report is my acquired skills, which include enhanced communication skills, increased confidence, and enhanced knowledge of HR practices. Simultaneously, it retrospectively looks into the issues that I had to face, including the coping with pressure and the adapting to new roles. On the whole, this internship has become a good move towards becoming a part of the professional space. It enabled me to relate the theories I studied in my educational classes with real life, and I was able to develop as a student and prepare myself to take future opportunities in the corporate sphere.

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Chapter 01

Introduction

As a condition of the partial requirement of my Bachelor program, I have participated in a four months internship program under Skill Jobs, in the field of Human Resource and General Administration. The internship provided me with theoretical and practical learning, and I got a chance to study how administration coordination, communication, outreach, and event management are implemented within the real business environment.

The internship was directed by Md. Mamunur Rashid who is the Head of Training and Development at Skill Jobs. The program was split into two parts of the program the first part was the online classes and the second part was the practical session of the project together with other interns.

In the online stage, I went back to those skills that I had initially embarked on learning during my university courses Employability 360 and Arts of Living. These courses had already exposed me to such concepts as leadership, communication, teamwork, problem-solving and soft skills. These skills were further reinforced with the Skill Jobs online internship which incorporated corporate oriented training like writing professional emails, time management, professional etiquette and handling of projects.

During the practical stage, our group was able to facilitate an offline seminar that was called. Bridging the Gap: Campus to Successful Career. To carry out this seminar, we practiced on university listing, working with Excel data, email correspondence, coordination via calls, and the organization of the meetings with the various college authorities.

This practical working experience also enabled me to relate the theoretical soft skills with the actual administrative processes to gain confidence, flexibility and discipline in the workplace.

Chapter 02

Objectives of the Internship

The key goals of the internship were as follows:

- To get acquainted with fundamental administration tasks and the communication related to HR.
- To become a professional communicator and an email-writer.
- To have practical experience on how to organize academic outreach events.
- To understand the procedure of preparing, organizing and maintaining databases in an orderly fashion.
- To find out difficulties in corporate communication and overcome it.
- To use teamwork, leadership, and collaboration in the actual project settings.
- To learn about seminar planning, departmental communication and coordination.
- To enhance trust in verbal communication particularly in phone calls.
- To investigate the working environment and acquisition of corporate soft skills.

Chapter 03

Procedures and Reasons

3.1 Selection of Internship Sector

I selected the profession of HR and general administration since these are the main areas of any organization. HR will engage communication, coordination, planning and preserving professional relationships all of which align with my long-term career interests. This internship was the correct opportunity to witness these functions first hand and have some basic exposure.

3.2 Selection of Organization: Skill Jobs

I had heard about this organization first when we were given laptops in our university. I later on discovered that this organization is also affiliated with the HR of our university. This is the reason why I was interested in it. In my research, I had to learn that Skill Jobs is reputed to create grooming, training, and career development opportunities to students across the country. It was the best option because of its well organized internship program, supportive environment as well as practical exposure. After receiving an official approval and communication, I chose to go to Skill Jobs as an intern and started my adventure with good supervisors.

3.3 Selection of Role and Responsibilities

I selected HR and General Administration among other roles since it is one of the roles that matched my strengths in communication and my interests in my career. In the internship, I was given a mixture of activities that enabled me to appreciate the functions of HR under various perspectives.

I was required to perform the following functions:approaching the candidates through telephone and professional communication,helping to write job descriptions and know what they want to hire,sponsoring seminars and events in National University campuses,handling of registration procedures of participants,providing support to online training,and keeping the records of data with the help of Google Sheets.

These roles enabled me to acquire organizational abilities, confidence, and a better insight into how HR functions in a working corporate setting.

3.4 Internship Procedure

The internship was organized in a systemic way:

Phrase	Duration	Activities
Online Learning Phase	2 months	Grooming, Leadership training, communication, HR fundamentals, group work, quizzes, question and answers
Practical Work Phase	2 months	University listing, excel data entry, email communication, calling universities, arranging meetings, seminars coordination

The experience was such that all the interns would be able to transfer learning into real and practical work.

Chapter 04

Organizational Overview : Skill Jobs

Skill Jobs is one of the leading career development and training organizations in Bangladesh. It offers grooming lessons, training seminars, employment placement services, college seminars and company communication. The organization collaborates with various learning institutions and business partners to equip students with the skills necessary to attain a job in future.

Skill Jobs focuses on:

- Career Guidance & Counseling
- Corporate Grooming/ Soft Skill Development.
- University Outreach Programs.
- Online and Offline trainings.
- Professional Workshops
- Internship and Job Placement Services.

Recently they held an event known as “**Job Utsob**” at our university where fresh graduates and alumni were present. Within this program, the participants had an opportunity to apply to numerous companies of their choice and participate in interviews. A good number of individuals had a chance of working in their preferred firms, and others were unable to meet what they expected. Nonetheless, all of them acquired a great deal regarding this program, particularly getting the idea of how to deal with an interview in the corporate life.

This internship provided me with important insights into the way in which Skill Jobs organizes seminars, communication and keeps with the universities.

Chapter 05

Observation of Online Class

Category	Details	Category	Details
Session Title	Soft Skills and HR Practical Fundamentals Orientation.	Organization	Google Meet (Live Interactive Session)
Session Conductor	Md. Mamunur Rashid, the Lead of Training and development at Skill jobs	Duration of a session	About 120 minutes
Participants	Approximately 20 interns with varied academic profiles	Training Content	Slides, case studies, brief videos, real examples, digital handouts
Core Soft Skills	Discussed Leadership, working in teams, problem-solving, communication, flexible, critical thinking, time management, emotional intelligence (just like our Employability 360 and Arts of Living courses but described in a more practical way)	HR Decrees	Writing job description job analysis, general flow of recruitment, hiring procedure, ethics at work, workplace, fundamentals of labor law
Interactive Activities	Ice-breaking chat, group discussion, real time poll, discussion in scenario	End of Class Activities	Short test to refresh ideas and assign task such as write down the job description of a front desk officer

Chapter 06

Practical Internship : Activities & Reflections

This chapter reports of my practical experience at the second stage of the internship.

6.1 Description of Project Tasks

A significant task was given to our team that

Hosting an Offline Seminar with the following topic: “Bridging the Gap: Campus to Successful Career.”

In preparation of this seminar, we have done several tasks that were structured:

Task Category	Description
University Listing	Listing of National University colleges found in various locations
Data Collection	Added names of the departments, people to contact, email and location
Excel Management	All information was organized in well structured Excel sheets
Shortlisting Targets	The specific universities and departments to be contacted were selected
Email Communication	Sent formal seminar invitation emails
Phone Calls	Contacted department of university targets to confirm
Arranging Meetings	Helped in organizing meetings between Skill Jobs and the university officials
Seminar Coordination	Assisted in the coordination of the offline seminar events

All this workflow allowed me to recognize coordination within a team and administrative communication.

6.2 Challenges Faced

As any amateur, I passed a learning curve during which a number of difficulties assisted me to develop:

Email Errors

Initially, I had the wrong format and structure of formal emails. This has taught me to be attentive.

Uneasiness when talking on the phone

As a fresher, it was a stressful experience to address the authorities of the university. Practice helped me to feel more confident and fluent.

Multitasking Pressure

Handling of excel sheets, calls and composing emails simultaneously could quite often get to be overwhelming. Nevertheless, it made me better with time management.

Communication Difficulties

It was a challenge in itself on how to speak with strangers in a professional manner, but it became better as time went by.

These difficulties assisted me in gaining resilience and flexibility during the internship.

6.3 Skills Developed

During the internship, I acquired the following skills:

Skills Acquired

Skill Category	Details
Communication Skills	Telephone conversations, writing of emails and arranging meetings
Teamwork/Collaboration	Cooperation with other interns on the seminar project
Leadership Skills	Initiatives when communicating
Time Management	Being able to do several things at the same time
Technical Skills	Updating and maintaining of Excel spreadsheets
Confidence Building	Developed by developing the constant communication practice
Problem-Solving	Dealing with errors and solutions
Corporate Etiquette	Professional behaviour and official speaking

These abilities equipped me with future HR and administration positions.

Chapter 07

Findings

According to my working experience I have noted the following:

- A lot of coordination and communication is needed in administrative activities.
- Incorporated communication skills such as email writing and call communication are very necessary in corporate life.
- The use of Excel as a means of data management is a very important part of HR and administration.
- The element of teamwork enhances the productivity and workflow significantly.
- The pressure or nervousness are some of the challenges that promote long-term improvement.
- Supervisors teach the interns in the right direction and also assist them to become professionals.
- To organize a seminar, it needs to be planned, communicated, and collaborated.
- Grooming sessions were conducted online, thus helping the interns be equipped with practical assignments.

Chapter 08

Recommendations

In order to refine the internship and the project workflow, I would like to suggest:

- Conduct brief training on how to write professional emails and then move on to practical.
- Give them a sample of a call script to give fresh interns more confidence.
- Assign small groups of work to reduce work pressure.
- Standardized excel format of data entry.
- Expose more to practical tasks of HR related activities.
- Increase interns involvement in communication based duties.
- Problems could be recognized earlier with the help of weekly progress meetings with supervisors.

Chapter 09

Conclusion

The experience at Skill Jobs as an intern has been an experience of learning and new practical experience. Online sessions enhanced my communication, leadership, and soft skills, whereas the practical stage gave me a chance to use these skills in practice using such things as mailing, Excel administration, calling universities, and organizing meetings. The fact that I managed to organize the seminar, successfully, "Bridging the Gap: From Campus to a Successful Career" has made me realize the importance of teamwork, coordination and corporate professionalism.

Despite the challenges and errors, all the experiences made me more confident, flexible, and capable of solving problems. This internship has equipped me with the future tasks in HR and General Administration by providing me with a good base of exposure in the field as well as having a mentality towards constant development.

Reference

<https://www.facebook.com/share/1AT2Fyoe5T/>

Appendix



Fig:Offer Letter of Internship



i2i
ফ্রেশ গ্রাজুয়েট থেকে
ইন্ডাস্ট্রি রেডি প্রফেশনাল!
শেখা ও কাজের অভিজ্ঞতা একই সাথে

মেজর এরিয়া:

- রিয়েক্ট উইথ পিএইচপি
- ফুল স্টেক সফটওয়্যার প্রজেক্ট ডেভেলপমেন্ট
- সফটওয়্যার টেস্টিং ও কোয়ালিটি অ্যাসুরেন্স (SQA)
- সার্ভার অ্যাডমিনিস্ট্রেশন
- নেটওয়ার্ক সাপোর্ট ইঞ্জিনিয়ার
- সাইবার সিকিউরিটি
- সফটওয়্যার সেলস এবং সাপোর্ট
- সেলস এন্ড মার্কেটিং / বিজনেস ডেভেলপমেন্ট
- এইচআর ও জেনারেল অ্যাডমিনিস্ট্রেশন
- UI/UX ডিজাইন
- ডিজিটাল মার্কেটিং

i2i INTERN TO INDUSTRY | **SkilJobs**

Fig : Attending i2i Programme as Orientation

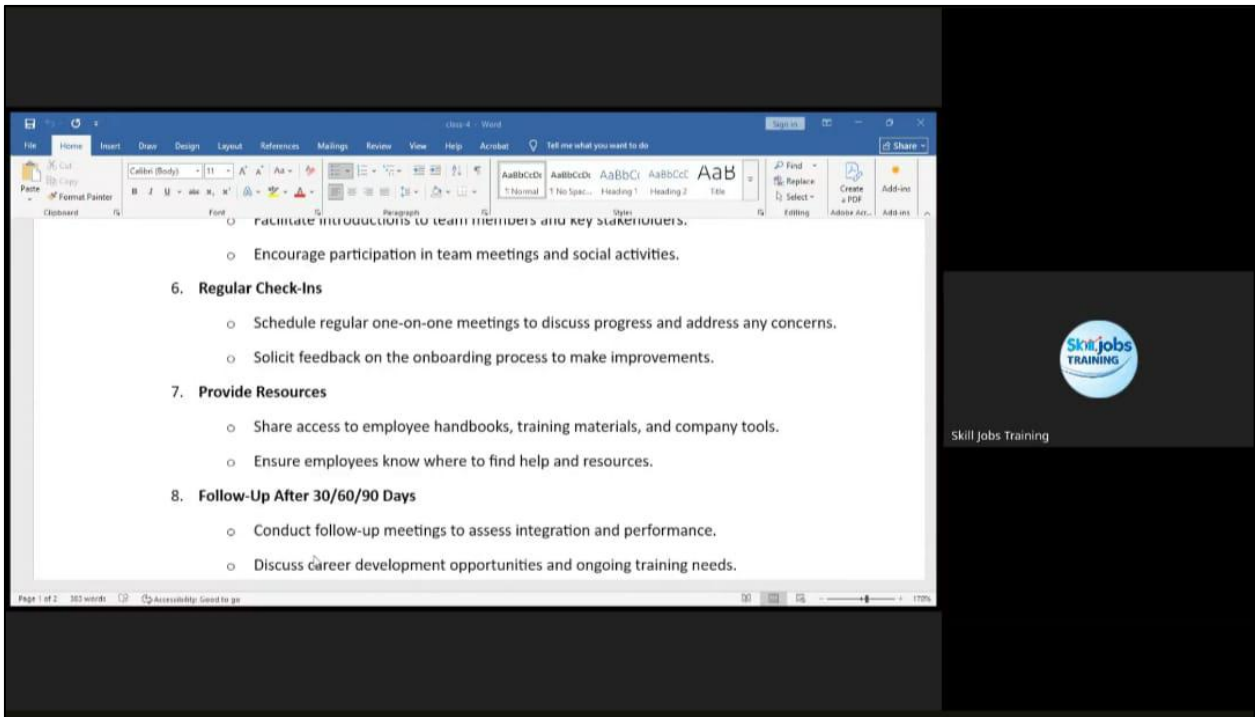


Fig : Attending Online Session

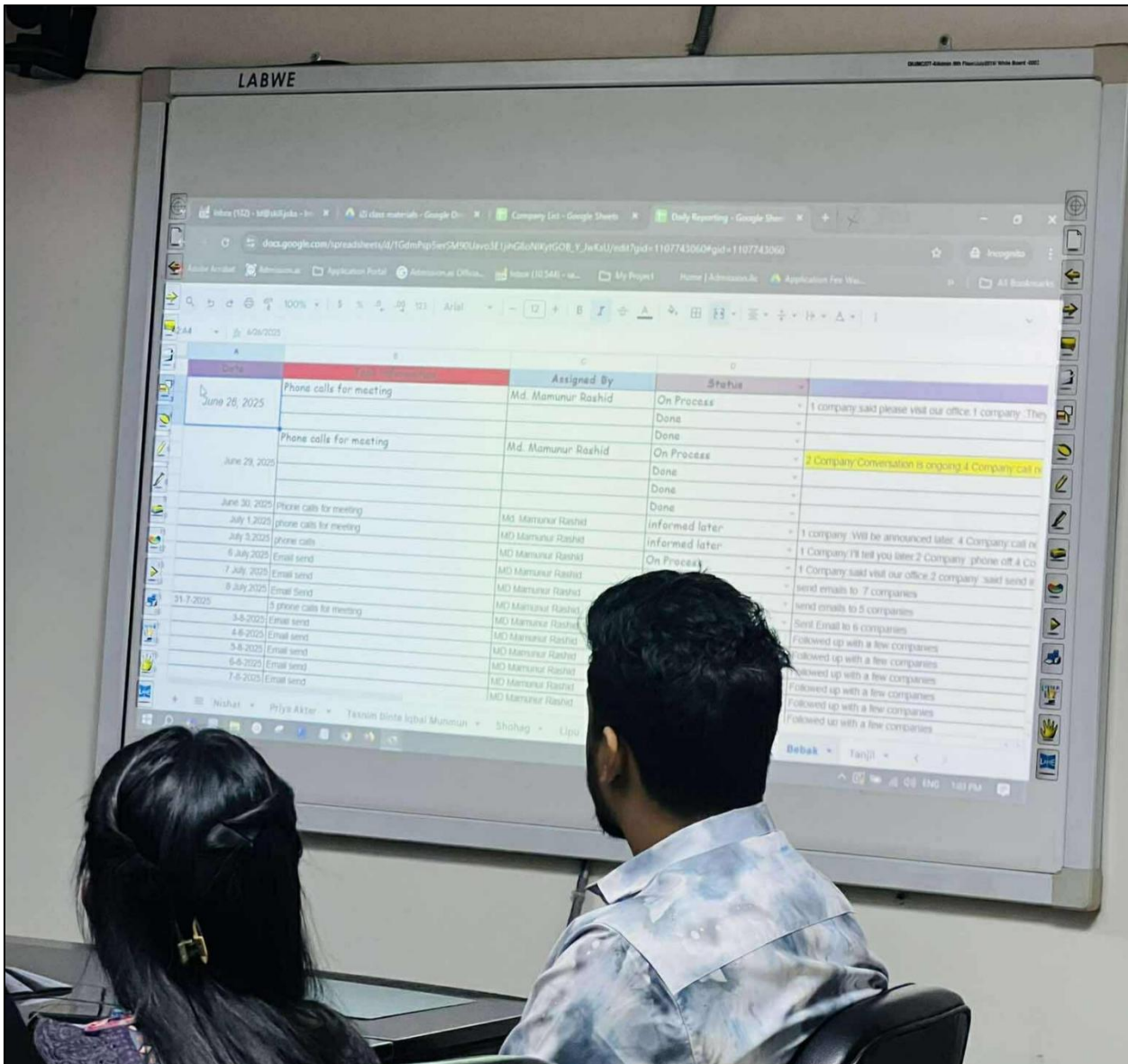


Fig : Attending Practical Session

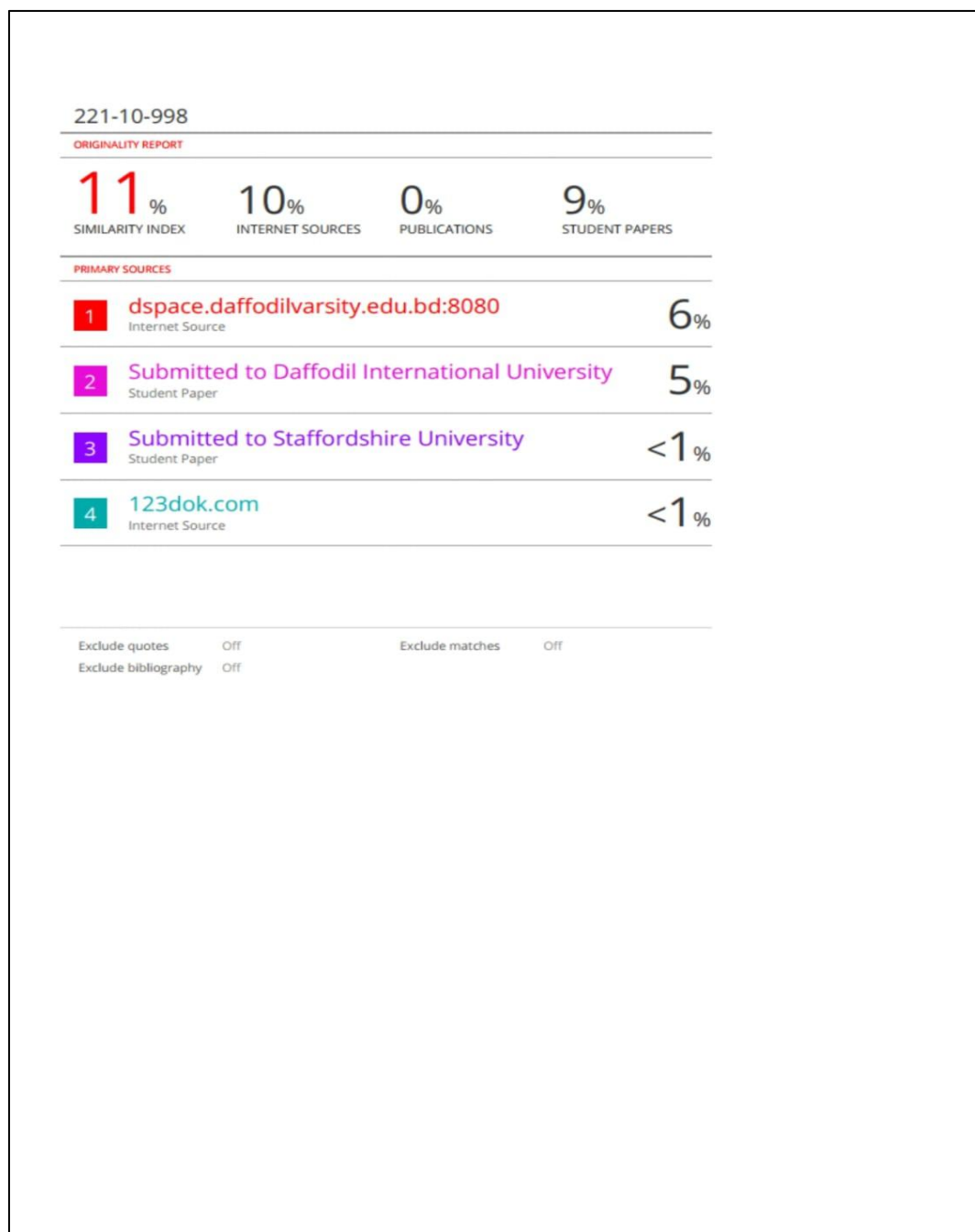


Fig : Plagiarism Report