



**Internship report on
“A Study of HR & General Administrative Practices Under the I2I Program
at Skill Jobs”**



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This internship report is submitted to the Department of English, Daffodil International University, for the partial fulfillment of the requirement for the degree of Bachelor of Arts (B.A), in English.

Declaration

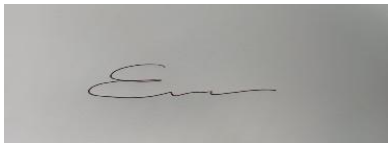
I hereby declare that the internship report titled " A Study of HR & General Administrative Practices Under the I2I Program at Skill Jobs" submitted to the Department of English, Daffodil International University, is an authentic record of my original work under the supervision of Mr. Emran Khan, Senior 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.

Tabassum

.....
Signature of the Intern

Certification of Supervisor:

This is to certify that the student named Tabassum Binta Hasan Jim, bearing ID 221-10-1112, has finalized his ENG431 Project Paper with the Internship ENG431 under my supervision. For the internship process, she chose Skill Jobs Internship. 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

Acknowledgement

First of all, I am grateful to Almighty Allah for blessing me with the strength, patience, and determination to complete my internship program successfully. I would like to express my sincere gratitude to the authorities of Skill Jobs for providing me with the opportunity to participate in their I2I internship program, where I gained hands-on experience in “HR & General Administration,” and for helping, cooperating, and supporting me with information from their portal. During my internship, I received continuous support and proper guidance from the Skill Jobs team. My special thanks to MD. Mamunur Rashid (Head, Training & Development), my on-site supervisor, for his kind advice and encouragement throughout the internship period. I am also thankful to all the HR and administrative officers who assisted me in learning about different professional functions and workplace practices. This internship helped me enhance both my soft and hard skills and gave me a clear understanding of real corporate culture. 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 to complete my report. I want to thank my friends who directly or indirectly supported me in this regard and were always there to help me whenever I needed them. Finally, I would like to thank my family, especially my father and mother, who gave me physical, mental, and financial support to complete my internship program.

Abstract

This report details my internship experience at Skill Jobs, which is a professional organization and a concern of Daffodil Family. This organization focuses on improving employability skills by offering training and creating job opportunities for young professionals or job seekers. During my internship, I completed a one-month soft skills and HR functions-related training program that included communication, teamwork, leadership, critical thinking, and other important workplace behaviors. After completing the training, I joined the practical session to gain hands-on experience in HR activities and office operations. As an intern, my main goal was to apply what I learned in theory to real-world situations and develop my professional skills. Throughout this internship, I helped organize documents, maintained employee records, assisted in talent acquisition and recruitment efforts, and performed other administrative tasks. These responsibilities helped me to know the practical aspects of HR functions. This internship experience helped me learn important workplace skills and professional behavior. After completing my internship, I realized that the corporate world is not only attractive but also challenging. It also helps me with a deeper understanding of how HR & administration work together to maintain a smooth organizational efficiency. Overall, I believe my experience at Skill Jobs has been a valuable step in building my career in the corporate world, especially in Human Resource Management.

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Chapter : 1

INTRODUCTION

1.1 Introduction :

An internship is an important part of a student's learning journey because it helps to connect what we learn in the classroom with real workplace situations. It gives a chance to understand how things actually work in a professional environment and helps to develop practical knowledge, communication skills, and confidence. This report has been prepared based on my internship experience at Skill Jobs, a professional institution under the Daffodil Family. The organization mainly focuses on building employability skills among students and young professionals through I2I program which offers training and real-world practice. I got the opportunity to participate in the program and gain practical knowledge about HR and administrative practices after completing a one-month training program. During my internship, I was involved in different HR and administrative tasks that helped me to understand how office operations run and how teamwork plays an important role in maintaining efficiency. This report mainly discusses my overall learning, observations, and experiences during my time at Skill Jobs.

1.2 Origin of the Report :

This report has been prepared for the requirement of the completion of my Bachelor of Arts (Honors) degree in English at Daffodil International University. The university had given an opportunity to attend a three-month internship program at any organization to gather experience of real-world professional life in any sector. However, this report is made based on my internship experience at Skill Jobs, where I worked in Human Resources and general administration sector. I have done this internship under the MD. Mamunur Rashid, my on-site supervisor, the head of training and development at Skill Jobs, made the report with the guidance of my academic supervisor, Emran Khan, lecturer at the university.

1.3 Objective of the Report

The objectives of the report are to define the main goal and purposes of my internship. It highlights what I intended to observe, learn, and achieve during my internship. It helps to understand the main areas of my internship and the expected outcomes.

1.3.1 General Objectives:

1. Real-world experience and learning of how theoretical knowledge can be applied in a professional environment.
2. Developing essential workplace soft-skills such as communication, teamwork, leadership, critical thinking, and problem-solving.
3. Understanding of how HR and administration work together to maintain smooth organizational efficiency.
4. To build a strong foundation for a future career in Human Resource Management through hands-on experience and mentorship.

1.3.2 Specific Objectives:

1. To understand the functions of the HR and administrative sector.
2. To observe and learn about recruitment, data sheet management, and office protocol.
3. To gain knowledge of documentation and coordination in a professional setting.
4. To identify the challenges and learning opportunities in a real work environment.

1.4 Scope of the Report :

This internship report is originally focused on my experience at Skill Jobs in the "HR & General Administration " sector. It highlights all the soft & hard skills that I learned during the internship. It also shows what I learned from my practical experience. This report does not carry or include any confidential data of the company. It is completely based on my personal observations & the way this internship helped me to improve my professional life.

1.5 Methodologies :

While preparing this report, I used both primary & Secondary data as methods to ensure the report is prepared appropriately. This report is completely based on my personal observations at Skill Jobs.

- **Primary Sources :**

- Day-to-day practical experiences at the office.
- Direct observation of HR and administrative activities.
- Discussions and informal interviews with my supervisor and other employees.
- Participation in meetings, documentation, and different official tasks.

- **Secondary Sources :**

- Official website of Skill Jobs and related materials
- Articles, documents, and online resources related to HR and administration practices.

Chapter 2

Overview of the Organization

2.1 Organizational Background:

In our country, there are many graduates who struggle to decide what to do after completing their studies. Many of them face serious difficulties because of a lack of proper skills or knowledge about the corporate world and different industries. In this context, Skill Jobs serves as a great support system for job seekers, graduates, and young professionals. This institute acts as a bridge by preparing job seekers and connecting them with employers. This organization mainly originated from Jobsbd.com, which is the first-ever job portal in Bangladesh, and was later renamed as Skill Jobs.

They offer the i2i (Intern to Industry) program, which is different than traditional training programs as participants receive a one-month soft- skills and their topic-related training followed by three months of real-world practical experience in the organization. This is not just a training program or a typical internship; rather it is the beginning of your real professional experience. Here, interns won't only learn theory, they also work on real-world projects and develop their skills to an industry-standard level. Currently, they are providing an internship program on some important topics such as full-stack software project development, cybersecurity, general administration, and many more. Skill Jobs is also a proud concern of the "Daffodil Family", a well-known group working to build a skilled and self-reliant generation. It also provides necessary training to the employees of different organizations. Throughout the program, Skill Jobs helps every intern by conducting mock interviews, providing CV writing guidance, experience & professional certificate, and offering continuous mentorship. They also operate a job portal (Skill.jobs) where various job circulars are posted regularly, which is very helpful for job seekers. The institution's main goal is to make every intern confident, skilled, and fully prepared for the global workforce and help them improve their positions in the professional world.

2.2 Mission:

The mission of Skill Jobs is to train students in a specific topic to make them ready to step into the industry or the industrial world. It mainly acts as a bridge between job seekers and the industry or companies that want potential candidates for their company by providing proper training and career guidance through an internship. Skill Jobs is committed to helping young people so that they can build their employability skills through continuous learning, soft skill development, and hands-on experience. The organization works to ensure that every participant becomes capable of contributing effectively to the corporate world and achieving personal and professional growth.

2.3 Vision:

Skill Jobs envisions a future when every graduate and young person is skilled and ready for the professional or corporate world. This institution aims to make a strong impact by helping students and job seekers to turn their abilities into practical skill that matches what the industry needs. Its long-term vision is to build a skilled nation where education and employment go hand in hand. It wants to erase unemployment from our country as well as to prepare a generation that can compete in the global market with their profound skills.

2.4 Services offered by Skill Jobs:

- The i2i (Intern to Industry) program.
- Soft skill and technical training.
- Job portal (Skill.jobs) for job seekers.
- Corporate training for organizations.

2.5 Key features of the I2I program:

- 25+ hours of soft skills and leadership training, followed by the opportunity to work directly on practical projects
- Experience with live projects and teamwork
- Guidance from industry-expert mentors
- Internship, experience certificate, and i2i certification
- CV writing, mock interview, and job-guideline sessions
- Networking opportunities through real company-based work

2.6 Major topics of internship at Skill Jobs :

- React with PHP
- Full Stack Software Project Development
- Software Testing & Quality Assurance (SQA)
- Server Administration
- Network Support Engineer
- MERN Stack
- Cyber Security
- Sales & Marketing / Business Development
- General Administration
- Digital Marketing
- Pharma Product Sales
- Fashion & Apparel Management

Chapter 3

Internship Activities

3.1 Internship Experience:

I was very excited when I joined in practical session at Skill Jobs, as it was my first real experience in a professional environment. On the very first day, I felt a little unsure about how I would fit into a new environment, but the warm welcome I received from my Supervisor there made my journey easier. The interns were very supportive, friendly, and cooperative, which helped me become confident and comfortable in a very short time. I had worked in a team during my internship for organizing seminars and workshops in different colleges under the National University. This was one of the most valuable parts of my internship because it gave me real exposure to teamwork, communication, and event management. I was engaged with many things, such as how a team plans, prepares, and executes a seminar like from contacting colleges and managing schedules to coordinating with speakers and handling students during the sessions. Each seminar we organized helped me understand professionalism, time management, and how to maintain a positive attitude under pressure. Skill Jobs also gave me the opportunity to learn many important soft skills, including leadership, teamwork, adaptability, communication, and corporate etiquette.

The one-month soft skill and HR related training that I received from the institution at the beginning helped me a lot when I entered the practical session of it. I realized that being active, responsible, and adaptable is extremely important in corporate life. I learned how to communicate professionally through email & how to adapt oneself to a new task & environment. Sometimes, when I did wrong in a task, my other colleagues made me understand the task with patience & from here I got to know the importance of calmness in the workplace. I got knowledge about both soft and hard skills. In my workplace, I always felt a strong professionalism among all my colleagues, which impressed me a lot & I tried to align with them during my internship. Even though the internship period was short, I tried my best to make the most of every opportunity.

However, my internship at Skill Jobs has been a meaningful journey in my life. I truly appreciate & grateful to the entire team for their cooperation and to my supervisor here. I believe this internship will act as a strong foundation for a successful career in the future.

3.2 Activities in HR & General Administration Department:

I did my three-month internship program at Skill Jobs located at 102/1, Shukrabad, Dhanmondi. Here, I observe the environment, the people and gain some valuable knowledge. I did many activities here, and I am describing these below:

- **Data Collection & Organization:** I have searched for data through online platforms and prepared and organized a datasheet of colleges by including key information such as address, email, contact, etc, to support seminar planning.
- **Institutional Communication:** I communicate with college authorities through mail and phone calls to share seminar details and request permission for events, and confirm seminar dates.
- **Student Coordination:** I learned to manage communication with students via phone calls & email to ensure their attendance.
- **Candidate Assessment Skills:** I gained knowledge of how to assess the right candidate for each position.
- **Job Posting Writing Skill:** I experienced how to write a job summary, description in a professional way to post.
- **Job Posting Platforms Knowledge:** I got to know about various platforms to post job circulars to get potential candidates.
- **Understanding the Roles and Responsibilities of HR:** I got familiar with the core functions of HR like taking interviews, documentation, managing communication etc, and I came to know that an HR must has to be a multitasker
- **Job Fair Stall Management:** I assisted in organizing and setting up the company stall at “DIU Job Utsob 2025”, including decoration, material placement, etc. At the event, I also represented my company by providing information to students and distributed leaflets and business cards to interested students.

3.3 Challenges faced during internship:

During my internship, I faced some challenges to fit in and to perform the tasks, which I am sharing below:

- I felt a bit confused about how to choose the right candidate by doing a correct assessment of each candidate.
- Adapting or figuring out new office tools or software was also a challenge for me.
- At the beginning, I felt a bit nervous to adapt to a new environment and to work with new people.
- I face difficulty while traveling to different colleges as some of them are very far from my place.
- Adapting office tools was also a challenge for me.
- I felt very nervous while communicating with the college authorities.
- Sometimes I felt pressure when there were sudden changes in planning.

Chapter 4

My Learning from the Internship

I completed my internship at Skill Jobs, which is working for the empowerment of graduates and running students by ensuring proper training and hands-on experience. This internship helps me to understand how a professional office works. It helps me to improve my personality by giving soft-skill training and ensuring my professional and personal learning.

4.1 Soft Skill :

During my internship at Skill Jobs, I have realized that soft skills are as important as technical or other skills. Before joining the practical sessions of “HR & General Administration” activities, I had gone through a one-month soft skill & HR related training, which is really effective for the corporate sector. I have learned the importance of soft skills & how to develop it, like Communication, time management, leadership, the importance of emotional intelligence, teamwork & more. Soft skill shapes one's personality in the workplace. Through the training, I learned how to present myself professionally & how to deal with everyone with a positive attitude. It developed my observation & critical thinking skills & listening skills, which help me to understand the workplace culture. I also learned from the training that good behavior, positive attitude & adaptability are the key to success for any organization. My experience at Skill Jobs made me a confident & better responsible individual for the corporate world.

4.2 Hard Skill:

When I first joined Skill Jobs, I had a very basic idea about HR & other administrative tasks. After working in this sector, slowly I came to be familiar with many HR functions & from here I got a chance to discover my hard skills & improve them. During this internship, I was involved in a project which required data sheet management, preparing & organizing various documents of many colleges to organize seminars & workshops. I had to short CV for various companies so that they can get potential candidates, which is one of the important things to do in this sector. I managed each data of students to call & follow up with them through tele sales. After joining here, I learned MS Excel & Google Sheets in detail, as well as email communication. Overall, I got a proper idea about the administrative sector. I think these skills will help me to do better in the future workplace.

Chapter 5

Recommendations

Recommendations:

I would like to share some of my observations or recommendations for Skill Jobs, which may help to improve the organization's workflow :

- The training of HR functions should be conducted offline.
- I believe it would be helpful if more practical sessions could be added.
- I think regular feedback giving sessions for each intern are needed.
- If transport facilities are provided, it would be very helpful for interns.

Chapter 6

Conclusion

Conclusion: My internship experience at Skill Jobs has given me a proper understanding of HR practices, which I believe is a great journey for me to build my career in HR. The mission and vision of Skill Jobs is to create job opportunities for young individuals through proper training. Their internship programs, like the I2I(Intern to Industry), provide a great platform for students to learn and practice with proper guidance. This experience helped me to step out from theoretical knowledge and learn about real workplace situations. Through the proper guidance of my supervisor, I was able to develop my professional and interpersonal skills, which are very important in a professional environment. Skill Jobs helped me to improve qualities like communication, leadership, adaptability, and workplace behavior & many more. Later, I got practical experience in real office tasks such as document management, recruitment support, and job posting etc. Overall, this internship has been an important learning phase for me. Skill Jobs gave me the chance to get professional training as well as build my confidence to work in the corporate world.

Chapter 7

References

References:

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4. Skill Jobs blog article

Skill Jobs. (2024). *Understanding employability skills in the modern job market*. Skill Jobs Blog. <https://skill.jobs/blog>

5. Skill Jobs recruitment process description

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Chapter 8

Appendices

I have taken some pictures of my work during the internship:



I was assigned to the Skill Jobs stall and assisted participants during the Job Utsob event



It was a seminar under Skill Jobs

NU College Profile - Google Sheets

docs.google.com/spreadsheets/d/1pE9S9UNFiawoho6K4F4Lq_V_LuMLWEDyUNGCMXnfrcc/edit?gid=449156085#gid=449156085

NU College Profile

SL No	College Name	Affiliation	Type	Location	Departments	Contact Number
1	Mofazzal Momena Chakiadar Mohila College	National University	Private	Thana Rd, Savar	Social Work, Political science, Islamic History & Culture, Geography & environment, Accounting, Management, Economics	8801309108452
2	Dhaka Imperial College	National University	Private	Aftab Nagar, Badda, Dhaka	Bangla, English, Accounting (BBA), Management (BBA), Marketing (BBA)	01768-620564 01842-620564
3	Khilgaon Model College	National University	Private	Chowrasta, Dhaka 1219	Bangla, English, Islamic History & Culture, Political Science, Social Work, Marketing, Finance, Accounting, Management, Zoology	01309-108385
4	Lalmatia govt mohila college	National University	Public	Housing Society, Zakir Hossain Road, Dhaka 1207	Bangla, English, Political Science, Sociology, Social Work, Economics, Marketing, Finance, Accounting, Management, Physics, Chemistry, Botany, Zoology, Geography & Environment, Mathematics, Library & Information Science	8801559-082150
5	Dhaka Women college	National University	Public	House No-20, Road No-27, Sector No-7, Uttara Model Town, Dhaka-1230	English, Islamic History and Culture, Sociology, Social Work, Economics, Marketing, Home Economics	8801550-400094
6	Siddheswari Girls' College	National University	Private	148, New Baily Road, Dhaka-1000	Bangla; English; Social Work; Economics; Marketing; Accounting; Managemnet; Botany; Home Economics	8801553-080085

Air: Very Poor Now

10:53 AM 12/7/2025

Data Management

Human Resource Department

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

Date: 03/12/2025

To,
Tabassum Binta Hasan Jim

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

Dear Tabassum Binta Hasan Jim,

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

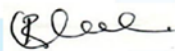
- **Duration:** From 01/10/2025 to 01/02/2026
- **Designation:** Intern
- **Working Hours:** 10:00 AM to 5:00 PM

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



The plagiarism percentage of the whole report is 3%