Internship report
on
Necessity of communication in English in an IT company

Supervised by:
Ms. Farjana Yesmin
Lecturer
Department of English
Daffodil International University

Submitted by:
Abdun Nur Ayon
ID – 193-10-2150
Batch – 48
Semester – Spring 2023
Department of English
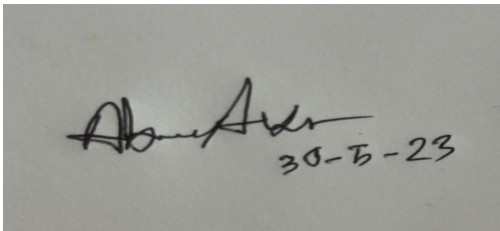Daffodil International University

Date of Submission - 20.05.2023

Declaration

This internship report on the "Necessity of communication in English in an IT Company" has been prepared in partial fulfilment of the requirements for the B.A in English degree. I assert that this report is a true representation of my internship experience and the work that I have accomplished during my tenure.

I have complied with the requirements and guidelines of the internship program and my respective academic institution while conducting this internship and writing this report. In conclusion, I affirm that this internship has been instrumental in enhancing my professional knowledge, skills, and abilities, and I am grateful to everyone who has contributed to the success of this programme.

Signature

Name - Abdun Nur Ayon
ID- 193-10-2150
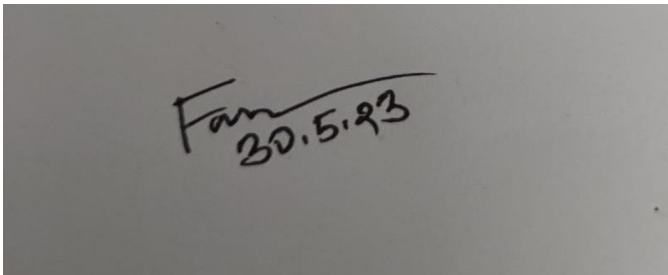Program - B.A in English
Batch- 48
Department of English, Daffodil International University

Letter of Approval

I'm pleased to certify that the project on "Necessity of communication in English in an IT company" conducted by Abdun Nur Ayon (ID : 193-10-2150), Department of English has been approved for presentation and viva.

I'm pleased to certify that the findings presented in the project report are the original piece of work done under my supervision and I wish him every success in life.

Fan
_30.5.23_

Ms. Farjana Yesmin
Lecturer
Department of English
Daffodil International University

Acknowledgement

I would like to express my deepest appreciation and gratitude to everyone who has assisted and supported me during my internship.

First, I would like to thank my internship supervisor, Ms. Farjana Yesmin ma'am, lecturer at Daffodil international university, for providing me with the opportunity to intern at Sigmatechs Ltd. and for guiding me throughout the duration of my internship. Your consistent guidance, support, and invaluable insights were crucial in assisting me in gaining valuable industry experience and knowledge.

I am also grateful to SigmaTechs Ltd entire staff, who embraced me with open arms and gave me the opportunity to participate in their daily operations and activities. Your willingness to share your knowledge and expertise has significantly contributed to my growth and development.

I would also like to acknowledge the assistance and support I have received from my coworkers and fellow interns, who have been extremely welcoming and helpful throughout my internship experience. I was able to refine my expertise in the field as a result of your insightful comments and suggestions.

Abstract

This internship will examine the significance of communication in English in an IT company. The report discusses the significance and function of English language proficiency in the globalised operations of an IT company. This project also emphasises the significance of providing employees with English language training and development programmes to improve their language abilities. In addition, the report investigates the relationship between English proficiency and career advancement for IT employees. The findings of this report indicate that English proficiency is crucial in the globalised IT industry of today and is directly related to professional success. It underscores the benefits of communication in English in facilitating effective collaboration, client satisfaction, and career growth.

TABLE OF CONTENTS –

Introduction:-

SigmaTechs Ltd is an IT company specialising in software development, Website design, testing, and maintenance. The business has a global workforce and international clientele. Consequently, English communication plays a significant role in the company's operations. This apprenticeship report will analyse the significance of communication in English at SigmaTechs Ltd. SigmaTechs Ltd. is a Bangladesh-based IT enterprise. An IT firm which deals with people from around the world for their professional website. Developing & building websites for the other companies leading in English profiles. With offices in England and Qatar, the corporation has a worldwide presence. The firm values diversity and employs a multicultural workforce of individuals from various countries, cultures, and languages. Being a student of an English department, I realised that there is a necessity of an English proficient worker in an IT company. Dealing with people around the world is no longer a tough job, because of having a global society. Various persons with several tasks & all they want is to volatile their work in their websites. I helped them with my team for the assurance of language proficiency in the websites, and made the websites with zero grammatical issues. As an Internee, my boss with his gratitude enrolled me for some interviews with the native speakers, so I can deal with them through a conversation in the platform Skype and Microsoft Teams.

Objectives:-

1:- To understand how to adapt the company culture and team collaboration

2:- To overcome the language barrier to deal with international clients

3:- To maintain a professional communicational guide for the company

4:- Introduction to Linguistics for an IT company

Importance of English in an IT company

As we all know that English is a language that is spread almost all across the world. 144 countries use English, so for which one can communicate with another person in this language vastly. English is a form of language that can be used to generate big ideas with big minds around the world.

Understanding the cultures & traditions has a significant role to maintain. In an office where each & every one differs from one another, we all have a tendency to share our beliefs & lifes with the surroundings. A team collaboration is where an individual shows his/her qualities of being a human being. We know their taste, attitudes & faiths. As such why we need to know English, to cope up with the natures of the ambiences.

As an IT company it has a lot of areas to cover up. Not only people from our natives but from the whole globe. We tend to know the language of English to sync with our programs. It is an important asset for a generation, through what we get to deal with our aspects of life. English is necessary for the communication process. As it is an International language, people around the world always don't use their native tongue for which they learn English for the connections. Engaging the tech enthusiast to lead the nations creating an errorless website without a language barrier.

The world is at a great pace now, every corner we get to know some people who know some others with an IT professionist. For the sake of getting a better solution for an IT company, we need a base of community that utilises their skills & knowledge well enough to cope-up with the situations. Maintaining a good & nice user interface for the website is an obligation. As our websites conveys our messages, we cannot deny the fact that we do need a language that can spread our words. Through deep analysis we can conquer what it is needed to have in our sites. Comparing our works with the outer websites makes our insights clear. We can generate & overthrow the clutters, errors at some point.

Pitch deck solutions for IT programs, this is a system by which an individual can deliver his ideas in an easy way. Presenting the datas in small engaging slides is what pitch deck is made for. And we all need our words to be heard of, secure it for the options which show that there is path, a way, a time of flowing chart. Therefore, a pitch deck should be a true proposal of our work & we should always welcome it with qualitiful messages. That's how one can attain a good presentation through it. So it is a must valuable aspect to know & grow ones English proficiency to help themselves in their careers.

Customer relationship management is the only way you can get your answer clear. All your inquisitive questions that have fallen in your mind, you can ask the computerist human. Through this tool a man and woman can find the answers right in his/her side of knowing a website. A customer talks with an agent of the website to get clear ideas of how they work.

Literature Review

Fernando Herbert, B.A, on February 13, 2023Reasons why English is important for IT professionals

1. Multinational Engagement
2. Software
3. Career Advancement
4. Interview
5. Networking

Report published by Shailja Varma on Tuesday, 04 February 2014.

Another research said, "English has become the global gold standard when it comes to doing business and fostering international trade. It is the language used in official business proceedings, as well as being a common language among geographically dispersed organisations." report from

Furthermore, We know from Business English 2 GO website which shared a research saying, "Much of the academic texts available today are in English. Therefore, if you need to be trained in a specific area of knowledge, you will need to know the language to have access to the best specialised content."

Archita Mittra, an educator, with her freelance writing on FluentU shared that, "English is the language of the internet. English tops the internet in number of users and is also a top language in tech." on February 9, 2022

Based on a research paper in TechGape on April 26, 2023, we found it is clear that English is necessary for the -
1. Career Advancement
2. Business Language
3. Globalisation
4. Access to Products
5. Computer Processing Language
6. Learning IT
7. Staying up to date with the latest trends
8. Managing global teams

Methodology

For this internship process, firstly I confirmed my application for the job process in SigmaTechs LTD. Then I profoundly merge myself in the isle of SigmaTechs office. Where I found the founder of the firm & made him convinced to grant me an internship. After That, I brought the forwarding letter from my Department Head of English Language & Literature at Daffodil International University. They signed me up with a Supervisor (Ms.Farjana Yesmin) Lecturer & she helped me throughout the whole procedure. Finally I get to join the company for the work.

- First day at work, they assigned me to the online customer support desk.
- After few days, I learned to communicate in the industrial platform of IT section
- Solved previous works of the firm that has been an issue for the clients - searching the general problems of the website so that to share with the CTO, Chief Technological Officer.
- Newly adapted with the environment
- Several days back, realising how important it is to communicate with the outer world in English, the CEO, Chief Executive Officer of SigmaTechs LTD. joined me in a session of "Generating Ideas in English" where all the employees of the company shared their messages.
- In sessions like these, I got to know how significant it is to speak & understand English. As a second language of mine, I truly respect it.
- Observing my performance in the sessions & in the office works, the CEO offered me to make a platform. For which I made a platform Pitch Deck.
- At last, using tools that are beneficial in IT sectors, like - CRM, Grammarly, Unsplash etc. to develop my core skills for customer management.

Observation & Findings

People of different countries around the world connect themselves for the work they love to do. It is mandatory to maintain a good healthy relationship with the colleagues in a company. Similarly it is necessary for an employee to make sure he/she can connect with them through communication. The barriers that we create inside us are nothing but our own fear which we hesitate to share. I no longer know how a person at my age can stop him/herself from creating ideas. Though not all ideas are the same, we generate on our own terms.

During the time period of my internship, I knew how significant it is to communicate with the other colleagues. Well, some may know some languages that I don't know. The local language, as well as the language by which half of the universe is connected, English. Essential English proficiency is a must. One must know a decent amount of English if he/she wants to join an IT company. I observed employees of the company making calls, delivering their large presentations, ideas in English with a fluent nature. I believe everyone tried to do the same, however, a human with flaws is nothing new. I saw a couple of executives who can't connect to the customers, because of their communication gap. The problem that they tried to solve can't be erased so easily. As likely to make a website, an IT company definitely hires a specialist writer who makes the blog correctly. Instead of having that many companies tried to save their work in their own way.

SigmaTech. Ltd ensures the quality of work & professionalism. Day to day task management is one of the key factors that shows in here. Employers assure the daily goals even if it requires overtime, they do it. Managing everyone to work within the boundary of ethics. I observed when some colleagues from SigmaTech. Ltd, remain absent then each & everyone was assigned by their task within there capabilities, so that it saves clients internally.

Observation which caught my attention was the notice board that shared the importance of writing. Employees of SigmaTech. Ltd mostly communicate in oral or written, they gave it a lot of importance. The key reason to this is avoiding mistakes that damages time & money. Simple & clear messaging, expressing bonds & the critical constructive feedback in the notice board.

The research suggests that interaction between client interaction & customer satisfaction. It includes the feedback, & datas that is required to solve the problems. Clear & concise communication is the key to understanding their required actions with a solution. Addressing any concerns & issues that deal with it.

Furthermore, the relationship between the employees is quite observable too. Assigning tasks, maintaining communication is vital for everyone. So they help to cooperate. Valued their presence & the circumstances that come forth in their actions. Setting down the distribution of the websites. Effective communication leads to better client relationships & overall success.

Technical document that claims English as the base language to communicate. From coding guidelines to project documentation, having a common language ensures consistency & ease understanding the work. English proficiency helps to maintain the accuracy & clarity in technical documents, facilitating effective collaboration among the teams.

Different opinions & perspectives to innovate teamwork ideas. Communication with the employees shares their knowledge & makes it enlarged. Employees from diverse backgrounds serve the community with a neutral language which is English.

Overall, the observation & finding demonstrate the necessity of communication in English within an IT company. From enabling global collaboration, client interaction to promoting career growth & embracing the cultures of diversity. English proficiency plays a vital role in enhancing productivity, customer satisfaction & professional development in the IT industry.

Recommendations -

1. All employees should have a decent proficiency in English.

2. Focus on speaking skills.

3. Training sessions should provide employees proper understanding of IT terms.

4. Supply the needs of the employees & make their skills better.

5. Training sessions can be arranged groupwise according to the workplace behaviour.

6. End of every successful session a test can measure their competence regarding that particular term.

Conclusions -

In conclusion, the internship at SigmaTechs LTD provided me with a unique opportunity to acquire insight into the operation of an IT company. During my tenure, I was exposed to numerous facets of the organisation's operations, including Website Development, Website maintenance, software development, project management, and client interactions. Professionalism, dedication to excellence, and emphasis on innovation have made a lasting impression on me. I believe that the skills and knowledge I've acquired during my internship will be invaluable to my future profession. I am appreciative of the assistance and direction I received from my coworkers and CEO at SigmaTechs LTD, and I would recommend this company to anyone seeking IT industry experience.

References:-

https://english.eagetutor.com/business-english/importance-of-english-for-it-professionals - Shailja Varma on Tuesday, 04 February 2014.

https://www.northwestcareercollege.edu/blog/why-is-english-the-language-of-business/#:~:text=While%20English%20may%20not%20be,that%20allows%20for%20seamless%20operations.- Fernando Herbert, B.A, on February 13, 2023

https://www.businessenglish2go.com/en/momentum-and-business-growth/importance-of-english/ - Business English 2GO

https://www.fluentu.com/blog/business-english/importance-of-english-in-business/ - Archita Mittra on February 9, 2022

https://www.techgape.com/2021/03/information-technology.html - by TechGape on April 26, 2023

Appendices -