

An Internship Report on
The Experience of working as a Customer Service Officer (CSO) at Genex

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An internship report is submitted to the Faculty of Humanities and Social Science in partial fulfillment of the requirements for the degree of Bachelor of Arts (B.A.) in English

Statement of Original Authorship

I affirm that, to the best of my knowledge, my report does not violate any proprietary rights or anyone's copyright, and that all ideas, methods, quotations, or other materials from other people's works that I have used in my report—whether they have been published or not—are properly cited in accordance with accepted citation practices.

I declare that this is a true copy of my report, including any final revisions approved by my academic supervisor and the University Library Office, and that this report has not been submitted to any other University or Institution for any degree or any other purposes.



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Approval of Academic Supervisor

I am pleased to certify that the internship report on “The Experience of working as a Customer Service Officer (CSO) at Genex” prepared by Ms. Kaisary Prodhan (ID: 192-10-446) of the Department of English has been approved for presentation and defense. Under my supervision, Ms. Kaisary worked with the company name Genex as an intern. She completed the work during the Spring 2023 semester.

I am pleased to clarify that the data, the findings presented in the report are the authentic work of Ms. Kaisary Prodhan.

Kaisary Prodhan bears a very good moral character and a very pleasing personality. It has indeed been a great pleasure supervising her. I wish her every success in life.



Mr. Mohammad Elius Hossain

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Acknowledgement

I would like to start by sincerely thanking all of my teachers and supervisors, without whose support this internship would not have been possible. It provided me with the chance to get knowledge about the outside world and has turned out to be a wonderful experience.

I would like to thank my respected academic supervisor, Mr. Mohammad Elius Hossain, for providing me with the necessary guidance so that I could effectively blend my theoretical and practical skills when writing this report.

I want to express my gratitude to Genex Infosys Limited for providing me with the chance to complete an internship there. Everything I have done during my training period has given me a ton of experience and knowledge, which has allowed me to become excellent at doing practical work.

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Dedication

I dedicate this report to my whole family member for constant encouragement to work extra hard, for moral support and encouragement throughout my studies, and for helping me in any way possible so that I could complete my academics as well as internship. I also dedicate this internship report to all my leaders of my workplace who make the path easier.

Abstract

This report aims to present how customer service officers do their work. Customer service officers are often a client's primary point of contact with a company. The duties and responsibilities of a customer service officer include managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction. A customer service officer has to attain 3 important qualities and they are- professionalism, patience, and a "people-first" attitude. Customer service officers require excellent telecommunication, problem-solving, and leadership skills for handling both customer and team relationships. This is how customer service officers do their job.

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Chapter-1: Introduction

1.1 Introduction

I am a student in the Department of English. Our department offers us research, internship, or internship report in the final semester. I chose an internship among them. I am doing the internship for academic purposes. This internship is considered a course of 3 credits. Without doing it, I cannot be able to complete my graduation. Besides that, I chose an internship because it would help me in my professional life in the future.

This report is all about my internship that I have completed for my graduation purpose. It is a complete documentation of all the tasks that I undertook during my three-months internship at Genex Infosys Limited, which was effective from February 06 to May 08, 2023. This internship was completed under the supervision of Mr. Mohammad Elius Hossain (Assistant Professor), my internship supervisor in the BA (Hons) in English undergraduate program at DIU. Report writing is a reasonable and crucial component of my undergraduate program. I received the course for the Spring Semester of 2023 and must submit it in this semester. This formal report was written in accordance with the instructions provided by my internship supervisor.

I am thankful to Genex Infosys Limited to give me such a good opportunity to complete my internship. This internship gives me the opportunity to gain knowledge about the field of customer service and how it feels like to work as a customer service officer. I also want to show my gratitude towards my friends, family and colleagues who always support me and make my path easy to achieve the goal.

1.2 Purpose of the Internship

An internship is a period of work experience offered by an organization for a limited time. An internship is the position of a student or trainee who works in an organization, sometimes without pay, to gain work experience or satisfy requirements for a qualification.

Internship helps a student or a fresher in many ways. A student might do the internship because s/he needs to complete their graduation. But they do not know if it will help them in the future to get a good job or their desired job. An internship can enrich their resume, develop both the hard and soft skills, also can enrich their behavior and lifestyle; they can act as professionals. The internship is necessary for those people who will soon enter into professional life. During the internship period, a student or freshers can prepare themselves for the upcoming future, that how to act and work or do their job. If a student or fresher can complete the internship period smoothly, then they will not face any obstacles in the future. Because of all these reasons, an internship is necessary. My internship organization encouraged me to step outside of my comfort zone while working in such a welcoming environment there, so that I no longer have any fear of speaking with people. I now understand how to interact with clients and maintain a working relationship with co-workers. My instant knowledge has significantly improved. As I was preparing this report, I received advice and a wealth of information on the internship program, which inspired me to strive for excellence. I became motivated and was able to complete the work.

I choose internship among the other options because I want to explore the corporate world and make myself confident and self-dependent. By doing internship, I can know myself better about

my limitations, weaknesses, strengths, and also about my positive and negative side. So that I can work on my weaknesses and limitations and bring out the best version of me.

1.3 Significance and Scope of the Report

This report is significant because it will provide accurate information about my internship at Genex Infosys Limited. It will also include my experience of working as a customer service officer. Those who are interested to work in the sector of customer service of our country other than banking and teaching can easily see the state of this report because it depicts the true image of the life of a customer service officer.

I am a student of English department but I did my internship in a totally different sector which is not related to my study at all. It was not easy for me to doing internship in a fully different sector. It was very challenging for me to do work as a customer service officer. But I must say that I was lucky enough that I got very friendly mentors and colleagues who were helping me to cope up with the unfamiliar environment. I had to perform by coming out from my comfort zone. But it was kind of fun to face that kind of challenging situation. I learnt a lot and experienced many new things.

1.4 Objectives of the Report

I have always wanted to learn about different subjects and work in various fields in my professional life. Fortunately, my aspiration came true because Daffodil International University's internship program for BA (Hons) in English provided me with the opportunity.

I grabbed that opportunity without any single thought.

When I started as an intern, I had some objectives set for it. They are as followed:

- To deal with various kinds of clients.
- To become accustomed to high-pressure oriented work and environments.
- To gain experience working with others.
- To control over own temperament.
- To improve and apply my computer skills in a professional setting.
- To improve and utilize my communication skills.
- To prepare me for the future by investing time, energy, and motivation

1.5 Organization of the Report

This report is divided into several chapters. Each chapter contains some specific information about the report. Each and every chapter of this report is equally important. Because the full report is meaningful when all the chapters come together. All the chapters contain some sub-chapters. They are also important as usual. Like all the chapters make the report meaningful, similarly all the sub-chapters work all-together to make the chapter meaningful. That means, each and every chapters and sub-chapters are important for this report to be meaningful.

In chapter-1 which is introduction, there is the brief description of the report. This can be considered as the teaser of the report. Then comes the chapter-2 which name is literature review. This chapter is about the soft skills, hard skills, role of internship in developing soft and hard skills, overall importance of internship etc. Here in this chapter, the information is given with the proper reference. The reference means where the information is coming from. Then go to the next chapter

which is the chapter-3, name methodology. In this chapter, the placement process of internship is given. There also mentioned about the whole journey of training period. Then the next chapter is chapter-4 which is organizational overview. In this chapter, all the important information about my organization is given. By reading this chapter, anyone can get a primary idea about Genex. Another chapter is chapter-5, name internship activities. We can get an idea about this chapter after reading the chapter name. This chapter is contained with all the activities and experiences of mine that I have got throughout my internship period. And lastly the conclusion that I have wrote in my last chapter, chapter-6. There I have conclude everything that I have wrote throughout the whole report.

1.6 Summary of the Chapter

In the chapter-1, I have briefly explained about my report that what the report carries, the purpose of my internship, the significance and scope of my report, the specific objectives of my internship, what is the main focus or goal of this report, etc.

In a nutshell, we can say that the chapter-1 is the teaser of the report and the report is the whole movie. Like we can say after seeing a teaser of a movie or drama that which genre the movie belongs to, what kind of elements and scene we can see in the movie, similarly anyone can get a quick idea after reading the chapter-1 that what kind of information is given in the rest of the report.

Chapter-2: Literature Review

2.1 Professional Soft Skills

Soft skills are non-technical character traits and personal habits that affect how you work both independently and collaboratively. These personal attributes have a direct impact on how successfully a person can collaborate and interact with others. (<https://www.indeed.com/career-advice/resumes-cover-letters/soft-skills>)

A soft skill is a personal attribute that supports situational awareness and enhances an individual's ability to get a job done. The term soft skill is often used as a synonym for people skills or emotional intelligence. Unlike hard skills, which describe a person's technical ability to perform a specifically-defined task, soft skills are broadly applicable across job titles and industries. It's often said that while hard skills might get someone an interview, soft skills will help that person get and keep the job.

Business executives and leaders are making soft skills more of a priority when hiring, as they are often essential for workers to succeed in modern organizations. When an employee with a high level of emotional intelligence has good communication skills and interpersonal skills, they are more likely to be able to clearly articulate goals and lead a team in a positive manner.

For businesses that have a customer service/relations component, strong soft skills are a way to ensure a positive relationship between customer and company without providing extensive training.

<https://www.techtargert.com/searchcio/definition/softskills#:~:text=A%20soft%20skill%20is%20a,people%20skills%20or%20emotional%20intelligence>

Some note-worthy soft skills that I may have been able to possess and improved along the way are –

- Creativity
- appropriate use of humor
- confidence
- honesty
- friendliness
- time management
- good manners
- enthusiasm
- positive attitude
- attention to detail
- ability to grasp the big picture
- self-motivation
- common sense
- ability to make good decisions
- empathy for others
- willingness to see a difficult job through to the end

- willingness to change direction when something is not working
- ability to negotiate
- Integrity
- Dependability
- Open-mindedness
- Teamwork
- Problem-solving/ Conflict resolution
- Critical thinking
- Adaptability
- Organization
- Willingness to learn
- Empathy
- Effective communication (both listening and speaking skills)
- Work ethic
- Leadership qualities
- Decision making
- Networking

2.2 Professional Hard Skills

Hard skills are technical knowledge or training that one has gained through any life experience, including in one's career or education. These are objective, quantifiable skills gained through

training, school, or work experiences. These are often usually something that can be taught or learned. For that reason, hard skills can typically be easily proven. There is always a definite answer to possessing certain hard skills. One either possesses a hard skill or does not, there is no in between. (<https://resumegenius.com/blog/resume-help/hard-skills>)

Hard skills are abilities that can be easily taught and measured. Examples include proficiency in a foreign language, mathematical ability or ability to operate a piece of machinery. They are often job-specific and can be obtained through formal education and training. Contrast this with soft skills, which are harder to define, learn and measure, and relate to the way one interacts with other people. Examples include leadership, communication and teamwork. It is easy to test if one leadership skills, that takes time and is much harder to quantify. Hard skills are essential to successfully carrying out one's jobs.

Lastly, it is worth noting that in one sense soft skills take precedence over hard skills. According to one study when employers were asked to describe the most important skills in their employees, 75% of them described a soft skill. But hard skills are still essential to one's career.

They're the basic foundation that lets one function whilst soft skills are the additional elements that help one excel.

(<https://zety.com/uk/blog/hardskills#:~:text=Hard%20skills%20are%20abilities%20that,through%20formal%20education%20and%20training>)

Some note-worthy hard skills that I may have been able to possess and improved are

- Bilingualism or multilingualism
- Database management

- Software Operation
- Poster, circular, template etc. designs
- Google Workspace
- Microsoft Office
- Information/Data Collection
- Photo editing
- Video editing
- Copy-writing, email writing, copy-editing, report writing
- Social Media Management
- Digital Communication
- Write-up/Content generation

can speak a foreign language. But it is much harder to create a simple test to prove one's
Presentation

2.3 Internship to Develop Soft Skills and Hard Skills

In today's competitive world, a good academic record alone is not enough to get one into the job of his/her dreams when s/he is starting out. Most companies prefer freshers with some work experience (not a mandatory requirement) as their future employees. This is where internships come into the picture. Internships provide one with real industry experience that could add value to his/her CV while applying for the jobs.

Good internships enable students to learn a wide range of skills such as the basics of wireframing, benchmarking, SEO operation and other technical skills depending on the nature of the internship. Though gaining the required expertise in hard skills is integral for one's career trajectory, soft skills are something that one would always need, no matter what the nature of his/her career is. These skills are the first thing that one's future employers may look for in him/her.

<https://thecareerlabs.com/mba/soft-skills-you-learn-during-internship#>

Depending on the job's specific requirements, a good internship can teach students a wide range of technical skills. Though having the necessary expertise in hard skills is crucial for anyone's career path, soft skills are something that everyone needs, regardless of the type of their job. During an internship, one gains skills through being exposed to the practical working world. For instance, if someone encounters a challenging situation, faces and resolves it, they develop problem-solving abilities among other minor skills, which falls under the concept of developing soft skills. Similar to this, someone's presenting abilities grow when they are required to come forward and present themselves frequently in the practical world during an internship, and this is considered a hard skill. That is how internships help people develop their hard and soft skills.

2.4 Overall Importance of Internship

Internships are an opportunity to network with great people and sharpen one's skills before entering the workforce. They also help tremendously with figuring out one's true passion. Companies often look at them as a way to gain experience and exposure to make a smooth transition into his/her role when hired.

<https://www.forbes.com/sites/forbeshumanresourcescouncil/2022/08/12/the-importance-of-internships-and-the-invaluable-relationships-they-bring/?sh=64a402077fd1>)

From the student's perspective, internships capture an intangible aspect of higher learning that is often lacking in classrooms and textbooks: the value of real-world experience. While this can be conveyed, to some extent, with class projects, case studies, and clinical observation, nothing quite compares to the experience of being immersed in a fast-paced work environment.

For employers, internships provide a powerful recruitment opportunity. Through these programs, organizations can capture fresh talent and shape a new generation of hardworking employees. The risk of taking on an intern is minimal, as employers only commit to working with interns for a few short months. If they are pleased with the intern's performance, employers can make a greater commitment while streamlining the recruitment, hiring, and onboarding processes.

<https://post.edu/blog/benefits-of-internships/>)

Chapter-3: Methodology

3.1 Placement Process Followed

I was so excited about internship, that finally I could feel and take the taste of corporate life, could learn and explore many new things, could identify and work on my weaknesses, could make myself better for the future.

Though I was too excited, I was confused too. I was not select a particular field from where I would complete my internship. Because, I could go to any kind of field except the field of doctors and engineers, as I am a student of English department. That was the reason of my confusion. Then I dropped my resume in several places. After waiting a long time, I had got the call from Genex for interview.

The placement process of Genex was felt too much complex to me. They would not give you the result after your first interview. They always take several interviews and then select their candidates for the final training. I forgot to mention that the company Genex, they do not offer internship to the interviewees. Rather they offer full time job opportunity. That is why they always take several interviews before taking the final candidates. But before taking the full-time employee, they train them up by giving three months of training. We can consider these three months of training as the internship period.

In this report, I will share the experience of training period that how those three months were spent. Because ultimately the training period was the internship period of mine. After the training period, I became the full-time employee of Genex Infosys Limited. Though my varsity offers me

3 months of internship and submitting a report, I would submit a report based on three months of training. I had no choice. I could try somewhere else but I did not do that. Because, here I got the assurance that I could work as a full-timer after finishing the training. That is why I stayed at Genex and did not apply anywhere else after getting the call from them.

Now, I am one of the full-timer employees at Genex. Those three months of training was non-payable. That means, I did not get any type of honorarium for doing the training. Still it felt worth it to me because I was assured that I would get full-time job opportunity after doing the training well. I worked very hard during the training so that I could finish the training with a good result and could assure the full-time job. And by the grace of almighty Allah, I got the job.

The training period was divided into two parts- one was classroom training (theory) and one is on job training; also called OJT (Practical). Each part continued for one month.

3.2 Training Batch Forming

The training period was started with the classroom training. It seemed like normal university class. Trainings are running here as batch wise. That means the company first creates a batch with a certain amount of people, then they proceed their training with that batch. In my batch, there were 18 people including me. Among them, 7 were girls and 11 were boys. The other people also reached there after facing several interviews like me.

Though the training period seemed like three months (from February 06 to May 08, 2023), but the duration of the training period was two months. There were many governmental holidays and

Eid holidays we got in the middle of the training period. That is why the duration of the training period became three months. But in real, it was almost two months (56 days). 28 days for classroom training and 28 days for on job training (OJT).

3.3 Classroom Training

The classroom training was from on 6th February to 20th March, 2023. It felt like normal university class to me. The duration of classroom training was 9 hours. We did not get training for the whole 9 hours. We took break frequently. Sometimes we took short break like 20 to 45 minutes, and we took a long break like 1 and half hour just for once. The long break we took as our lunch and prayer break. Our trainer was very friendly and he told us on the first day that we could take a break whenever we want. Because it is not possible for anyone to sit a long time and hold concentration.

As I earlier said that the training was going as batch wise, I also did my training with a batch. Our batch was the 30th training batch. That means, our batch name was 30th training batch. On the first day our trainer selected some people from our batch and made two class representatives (CR) among them by us via voting. The class representatives were the people who helped us in various way and presented our any kind of demand or proposal to our trainer. These are the reasons that I felt the classroom training as the normal university class. Because we were in a batch and had two class representatives who maintained the batch. In the classroom training, we got to learn about all the theories related to customer service. That how to become a customer service officer, how to deal with the clients or customer, how to solve any type of cases, etc. Besides that, we were also

taught about the basic and some small things about professionalism like how to talk, how to behave, how to maintain balance in everything, etc. Because the freshers like us, we often make some silly mistakes and fall in an embarrassing situation. To avoid this type of situation, our trainer also taught us those little things. I enjoyed a lot the classroom training period. We not only study but we also played small games. Our trainer encouraged us to play those small games because by playing those games, our unity grown up.

We became friendlier to each other and became more united. Our trainer also told us not to compete with each other. But we should always help the weakest persons in our batch and tried to help them to pass the training. Because at the end of the day, the people who will pass the training and will be on-board, all will become colleagues. And it is necessary in a workplace to have a good relationship with your colleagues. Because they are the people with whom you will spend most of the time of a day. If you have a good relationship with your colleagues, you can enjoy your work. But if you do not have a good relationship with your colleagues, you cannot enjoy your work and everything will seem like a burden to you and your life become stressful. Therefore, it is important to have a good relationship with your colleagues.

3.4 On Job Training (OJT)

The on-job training started from 22nd March to 08th May, 2023. In this part of training, we learnt practically by using desktop-PC. During the training, we learnt that how to give services to a customer via live-chat, over call, etc. We learnt the style of talking and how to maintain a low tone while speaking with the customer and giving the services over call.

Though we the girls and boys of our batch complete our classroom training together, but it was not same in the part of on job training. The shift of male and female was on different time. Females shift was started early in the morning and ended before evening and males shift was started middle of the noon and finished before midnight. Because it is a rule of Genex that the female employees are not allowed to do the night shift. All the shift of female will over before evening.

There were three female senior employees who were assigned for us to give us support. They thought us that how to navigate all the apps and portals during giving the services, how to talk to the customers over call or via live-chat, how to convince them, how to handle a crucial situation, etc.

The on-job training part was not that much easy like classroom training. It was a little bit difficult than classroom training. We could not take break so frequently like we took in classroom training. We could only take the meal break for one hour and 20 minutes of short break twice a day. The duration of on-job training was like classroom training which was 9 hours. But during the Ramadan, the shift became short (7 hours).

The training periods were consisted 9 hours because the workhour of a customer service officer in Genex is 9 hours (8 hours of working and 1 hour is lunch break). To make us ready to handle the workload for such a long time, the duration of training was the similar with a normal employee's workhours. Though the on-job training was little bit harder but I enjoyed a lot that period of training also. I had learnt many new things and enriched my knowledge with different types of information.

Chapter-4: Organizational Overview

4.1 Introduction

Genex began its journey in Dhaka, back in 2012 and within this short span of time has become the largest Business Process Management & IT Services company in Bangladesh, later they diversified itself into various fields in the ICT sector. In 2019, Genex became the first publicly listed company in the country's ITeS sector. From 2 to 4000+ employees, Genex expanded its operations in APAC region, managing over 170 million customer interactions a year. An ISO Certified company which follows global standards of information security, best practices and intellectual confidentiality.

Genex strives for excellence through continuous transformation of business scopes for their clients which ensures significant value addition to their customer's business. A smart innovator in BPM and IT Services industry; trusted by Global Brands

4.2 The services that Genex provides

- **Customer Experience Management**

Genex offers End-to-end Customer Experience Management services with the help of latest technology, state of the art infrastructure and competent personnel which ensures service quality excellence and cost-effective solution to meet client requirements. Genex assures simplified process management with efficient service quality through continuous process optimization. Their range of services include:

1. Omnichannel Customer Experience Management

2. Social Media & Chat Services
 3. HR & Tech Support
 4. Sales & Campaign Management
 5. Customer Lifecycle Management
 6. Revenue Generation & Protection
 7. D2D & Retail Management
- **Back-Office Management**

Genex offers a vast range of Back Office Management Services, while maintaining stellar customer experience and reflecting your brand perception. with the help of latest technology, state of the art infrastructure. Their competent team will design a location strategy to deliver your operations, seizing upon the best opportunities that onshore, nearshore, and offshore can offer. Their range of services include:

1. Robotic Process Automation
 2. Analytics & Insights, VOC
 3. HR Services
 4. Payroll Management
 5. Complaint Management
 6. Data Digitization, Verification & KYC
 7. Service Provisioning & Adjustment
- **Digital Transformation & Solutions**

Genex designs and delivers the experience their clients deserve. Their team strategically engages to share risks and rewards as our clients begin your digital transformation journey. They help you use technologies to remake a process to become more efficient or effective. The idea is to use technology not just to transform what you do in a digital format, but to use technology to transform that service and make it significantly better. Their range of services include:

1. Artificial Intelligence & Automation
 2. Cyber Security
 3. AI Chat & Voice Bot
 4. Digital Banking
 5. Cloud Services
 6. SOC, NOC & Infra as a Service
 7. Systems Integration
 8. IT Infrastructure
 9. Enterprise Communication
 10. Enterprise Applications
 11. Software as a Service (SaaS)
 12. Consulting & Professional Services
- **Digital Marketing**

By developing and deploying meaningful digital contents they engage with the right audience for your products & services. Making #internet more meaningful. Their range of services include:

1. Digital Marketing
2. Ad Network
3. Digital Content Development

- **Training & Skill Development**

Skill Development is always of prime importance in Genex. Genex trained and upskilled 30,000+ people, to prepare them for jobs. Alongside that, Genex contributed by training and Skill Development of underprivileged women via a Government Project, under this project Genex could reach women in Tier 3 region and successfully teach them computer skills. Their services include:

1. Skill Development
2. Knowledge Management
3. Curriculum development
4. Training
5. Assessment

4.3 Life at GENEX

The slogan of Genex for the employee is challenging, fulfilling and exciting. Genex presents the best corporate life for its' employees. They enable their people facilities for their (employee) personal development and grow. Genex is where everyone gets the scope to explore their capabilities. Working with expats from different regions adds another value delivering excellence as a team. Join Genex to be a part of the global team focused on making a difference in everyday life. They endeavor to create a work environment which is cooperative and empowering. They strive to define a career path for you to lead.

- **Passion to perform**

Genex is the right place for you to transform your passion to perform. Be a Genex to determine success in every way. Life at Genex sets nothing but the best and demands bettering yourself everyday overcoming challenges with positivity.

- **Opportunities to excel**

At Genex you get the opportunity to excel with its locations, wide range of service portfolio, state of the art technology and infrastructure. Genex lets the employees craft a career ever dreamt of.

- **Blending Work and Fun**

Life here at Genex is brimming with events-where employees can showcase their talent in areas as varied as arts, culture or sports. The objective is to ensure work environment,

full of fun. This perfect blend of fun, culture and work brings more productivity and a happy work environment.

- **Learning to lead**

The spirit of learning among people and an organizational commitment to continuous personal and professional development keeps Genex at the top. Our framework for continuous learning is built on number of development programs for the employees.

- **Training for expertise**

It is imperative that training requirements throughout the career of an employee with Genex are identified and provided for, in consonance with business needs, existing and anticipated. In the light of the multitude of training requirements originating from multiple sources, and the multiple channels and media.

4.4 Mission of Genex

“Trusted Outsourcing Partner of World's Leading Brands”- it is the slogan of Genex. To be the most Trusted Partner in Customer Experience Management and Digital Transformation keeping employee experience and engagement as top priority.

- **Our Values**

We achieve results through transforming our clients' businesses and delivering excellence in customer experience.

- **Integrity**

We act ethically, honestly, and with accountability in all aspects of our business relationships. We maintain honesty in every relationship, be it with our customers, employees, partners and suppliers. We believe that our reputation is our most valuable asset.

- **Teamwork**

We encourage individual and team growth while respecting our differences. We share ideas and skills across functions, regions, and cultures, and encourage joint efforts toward common goals. We provide a positive atmosphere to learn and grow professionally.

- **Excellence**

Meeting and exceeding clients' expectations is our passion. We strive for excellence in all that we do. Adding value & delivering exceptional customer service to our clients by innovative and effective solutions is at the core focus of Genex. We are committed in our constant pursuit of excellence.

- **Transparency**

We provide clear, candid and open communication in all interactions. Our transparency creates reliability, makes our actions understood and encourage collaboration.

- **Motto of Genex**

We empower businesses with value-based innovative solutions and services which would allow you to focus on what you do best – your core business.

Chapter 5: Internship Activities

5.1 Introduction

I choose internship over other options for completing my graduation because I want to enter into the corporate life after completing my study. And internship is the best option for me because I can prepare myself for future. I can complete my two important things at a time. By doing the internship, I can groom myself for my future job life and at the same time it will help me to complete my graduation.

The training period at Genex was going really well. I enjoyed a lot and also could learn and explore many new things.

5.2 About Industrial Supervisor

On my training period, there was no supervisor. As it was a training, so we got a trainer who could be considered as our supervisor. Because he was the person who taught us everything and also guide us after the classroom training.

The name of my trainer was Arifen Araf. Though he was not the trainer but still he trained us because there was no trainer that time while our training was ongoing. Arifen Araf was the operation manager which post is much higher than a trainer. Though he was on the higher position than a trainer, but he trained us so well and always being so humble to us that he never let us knew that he was on a such a big position.

We always addressed him as ‘vaiya’(brother). Because in Genex, there is no sir/madam culture. Everyone addresses each other by calling brother and sister; no matter what the position one holds. There is no bossy culture in Genex, which make Genex the friendliest workplace for their employees.

5.3 About Colleagues

During the training period, the batchmates were the colleagues of mine. As I said earlier, we were 7 girls and 11 boys total 18 people in the batch and most of them were very friendly. Among most of them were junior in age of mine. But many of them were very humble and helpful. We spent many beautiful times together and also had fun a lot. When we took the short breaks, we often went to the tea stall and had a cup of tea. Though I was not a tea lover still I enjoyed it when I was having with my colleagues. We also had our lunch together. Specially we the girls were taking the

breaks altogether. Because after classroom training, we were shifted in different shift. All the girls were one shift and all the boys were on the other shift. I loved to spend time with my colleagues.

Among the 18, only 15 of us passed the training successfully and 3 persons could not pass the training unfortunately. Among them one was a girl and the other two were the boys.

5.4 Details of the Skills Developed

The soft skills that I developed during my training period are given below-

- **Open-mindedness:** This job taught me to keep my opinions and values to myself when they were not required, and to keep an open mind as there was different type of people in the workplace. If I am not open minded in my workplace, then I cannot take any type of situation normally. There will many mental conflicts be happened in my mind and it will make my life stressful too. But thanks to my job, I have become much more open minded than before.
- **Teamwork:** During the classroom training, our trainer gave us different types of case and different types of situation and he divided us into teams and we were told to solve those cases and situations by doing team work. By doing those tasks, my coordination with my teammates grew up. The ability of mine to work in a team was also increased.
- **Critical thinking:** Not everything went as planned during my journey. I had to think of alternative ways of doing things and even talk to certain people, which helped to develop my critical thinking skills.

- **Adaptability:** I always try to adapt myself at any kind of environment and situation. But still, sometimes I face difficulties to adapt any kind of unfamiliar and unwanted situation. I get nervous in that kind of situation. Therefore, I needed a lot of adaptability skills from the moment I set foot in the workplace as an employee with no prior experience. So, this months-long journey taught me a lot about adapting to new scenarios.
- **Time management:** I learned a lot about time management because in the customer service sector every second are very sensitive and there was no room for lethargy. Because if you are 1 minute late, you will face a kind of problem that will cost you a lot.
- **Decision making:** During the on-job training, I had faced many types of cases and had to solve them within a short period of time; which increased my decision-making ability. Now, I have become quite skilled at making quick decisions based on the circumstances.

The hard skills that I developed during my training period are given below-

- **Typing speed:** In the field of customer service, you have to be swift in everything, in typing also. Because there is a limited time within which you have to give service to your customer. After entering into the job, my typing speed noticeably changed. Before the job my typing speed was 20wpm but after the job my typing speed is 27 28wpm.
- **Software Operation:** I had to use quite a lot of software applications like Power text, Toku, Slack, Spechtexer, Okta, Playvox, Microsoft office, Excel sheet, etc. because

my entire work area was on these platforms, I began as a noob but ended up as an intermediate if not expert in these platforms.

Chapter-6: Conclusion

I always want to do a corporate job in the future. That is why I chose internship while my varsity provides the opportunity over the other options. And to do the internship, I choose the customer service section. Because by doing the job as a customer service officer, I can increase my temperament, and leadership quality, and it will add value to my resume. Overall, an internship is the best option for everyone to choose. Except those who want to build their career in the educational line.

I can only conclude by stating that I tried to write this internship report in accordance with the guidelines. Throughout my internship, I worked as hard as I could to complete the report-writing assignment. I gained a lot from it, and I have no doubt that I will eventually be able to use it to help me make wiser decisions about my professional life.

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Appendices

Appendix 1: Contract of Apprenticeship



Private & Confidential

ID NO: 141551

CONTRACT OF APPRENTICESHIP

THIS CONTRACT OF APPRENTICESHIP IS MADE the 06^d Day of February, 2023

BETWEEN

(1) **GENEX INFOSYS LIMITED** of House No 9, Road Na-25/A, Block-A, Banani, Dhaka-1213, Bangladesh (the 'Employer'); and

(2) **The 'Apprentice'**, details of which are given below.

A			
Name of the Apprentice	Kaisary Proadhan		
Father's Name	Kamrul Hasan Proadhan		
Address	Flat: E-1, House: 13/4 (Rupayan View), Road: 2/A, Sector. 05, Uttara, Dhaka-1230		
Contact No:	01710790444	Hourly rate:	BDT. 50 Per Hour & K P1 Achievement incentive
Period of engagement:	Contract period commencing 23 rd May, 2023	Contract period ending 4 th November, 2023	
Training Commencement Date:	Training for the position: 13 th April, 2023	Place of Apprenticeship Nitol Niloy Tower, Dhaka	

TERMS OF APPRENTICESHIP

This document sets out the terms and conditions of Apprenticeship which are agreed between the Apprentice and the Employer and which apply at the date hereof.

- APPRENTICESHIP:** This Contract of Apprenticeship is a training agreement to provide the Apprentice with high quality work-based training to recognised standards, so that the Apprentice will obtain a qualification, with enhanced opportunities for employment, whether with the Employer or elsewhere. This Apprenticeship Agreement is not a guarantee of employment. The Employer agrees to train, instruct, and pay wages to the Apprentice, and abide by the ratios, as set out in the Genex HR Policy.
- SERVICE:** The Apprentice will serve the Employer faithfully and honestly in all respects for the Term or extended period of training the parties agree in writing as an apprentice in the such occupation.
- INSTRUCTION AND TRAINING:** The Employer will receive the Apprentice into service and to1 the best of its knowledge, power and ability:
 - teach and instruct him or procure him to be taught and instructed in the Occupation and in all things incidental or relating to it; and
 - Ensure that the Apprentice is given sufficient practical training D and appropriate work experience the skills the Occupation.
 - The Apprentice shall apply himself diligently to acquire the skills of the Occupation.

Genex Infosys Limited

Operations Center

- Nitol Niloy Tower 16th-12th, floor), Khilkhvet. Nikunja:2, Dhaka 1229
- Chattogram software technology Park (Level7 &8). Singapore Bangkok Market

Registered & Corporate Office.

- Nitol Niloy Tower (Level-08), Plot 42 & b 69, Nikunja-02, Khilkhet, Dhaka- 1229, Bangladesh
P: +88 09612 111000, E: info@genexinfosys.com

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Appendix 2: Colleagues



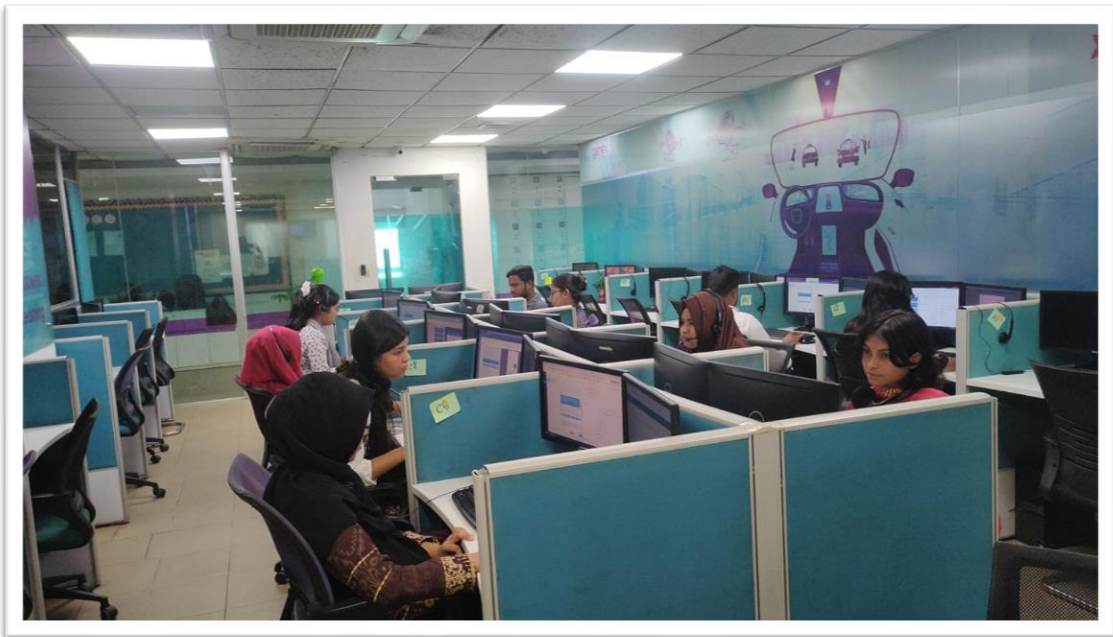
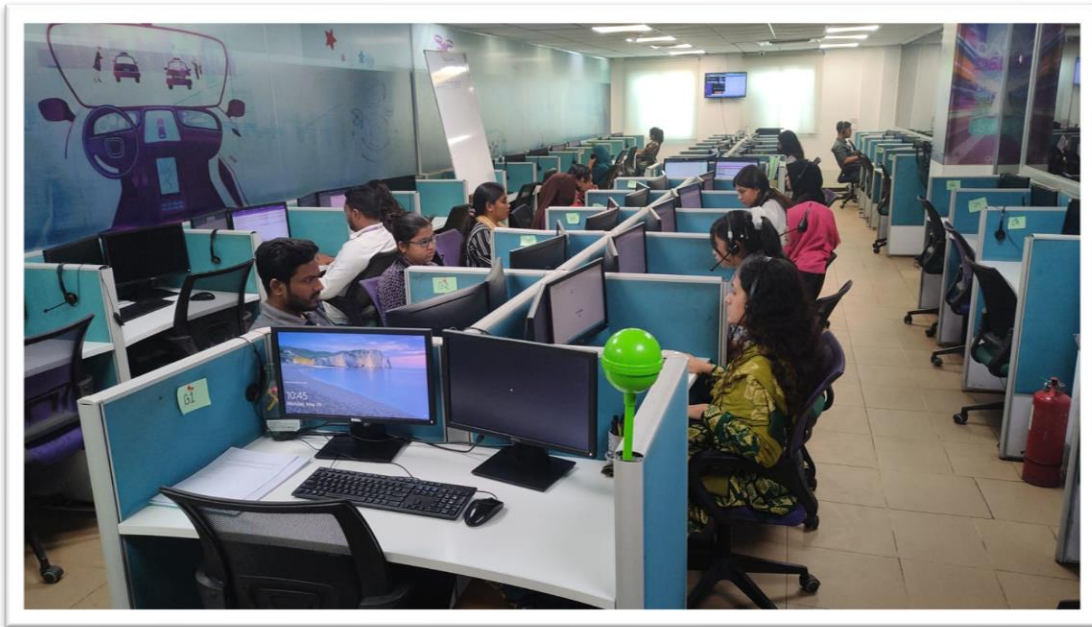
Having some fun on our short break during our training period

Appendix 2: The training group with the trainer



The celebration party after passing the training

Appendix 3: Office floor during the working hours



All the agents are busy in their service during the working hour

