



An Internship Experience in a Multinational Consultancy Firm



Submitted to:

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Declaration:

I am Rahima Akter Tamanna, ID: 192-10-441, and I declare that the internship report experience in a multinational consultancy Limited completed by me to be, submitted to the Department of English at Daffodil International University in an authentic work.

I have completed this project for the authorization of my course which is titled "Project Paper with Internship" (Course Code ENG-431) under the program of B.A. Hons in English. I have been asked to finish my internship under the supervision of Nahid Kaiser, Assistant Professor, Department of English, Daffodil International University.



.....

Submitted by

Rahima Akter Tamanna

ID: 192-10-441

Department of English

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Certification

This is to certify that Rahima Akter Tamanna, holding ID: 192-10-441, is a student of the department of English, Daffodil International University. I am delighted to announce that she has completed this internship under my supervision and worked hard for preparing this report.

All information and facts that she provides in this report are authentic.

I wish her all success for her future life and career.



.....

Supervised by

Nahid Kaiser

Assistant Professor, Department of English

Faculty of Humanities and Social Science

Daffodil International University

Acknowledgement:

In the name of Allah, first and foremost, I am thankful to Almighty Allah for giving me enough patience, strength, knowledge, ability, and opportunity to undertake this study and complete it satisfactorily.

Secondly, I would like to thank my respected teacher and internship supervisor, Nahid Kaiser, Assistant Professor of Daffodil International University, for giving me her precious time and helping me develop my ideas. Her professional attitude, worthy guidance, suggestions, and feedback have enriched my thoughts and helped me establish this paper. I would not have been able to reach such a stage without her mental support and inspiration. Her guidelines and assistance showed me a clear way to complete this report more perfectly.

Thirdly, I would like to thank my institute named 'Alternative Recruitment Ltd' and my supportive colleagues who supported me throughout my whole journey by providing enough information, and cooperation throughout the entire time.

My special thanks to my friends for their amazing support throughout my whole journey and for providing me with sufficient information, support, suggestions, teamwork, and cooperation throughout the entire time period.

I am deeply grateful to my parents for their unwavering support and keen interest in my academic achievements. Finally, I want to thank myself for giving myself so much courage, overcoming so many obstacles, and believing in myself.

Abstract:

As part fulfillment of my B.A degree, I have done my internship at a multinational agency named Alternative Recruitment. During my internship period. I worked there as a data analyst. This report will give the readers a detailed idea about how to interpret statistical data and turn it into useful information and make this information useful for critical decision-making for management and other stakeholders. Moreover this report will help to understand the concept of transformation of raw data into meaningful statistics, information, and explanations, team work ,communication and process of developing a business. As I worked there as a data analyst, I was always engaged to convince people by providing Information and explanations, making an appointment and dealing with them for an office and colleague visit. After convincing them they finally agree to work with us and take workers from us. Also agree to make a deal with us. After having conversations with lots of people day by day and maintaining many excel sheets it increased my confidence, Communication skills, soft skills, work under pressure and mental strength. It gives me enough learning to adapt with any kind of corporate situation. Furthermore, this report contains a SWOT analysis of Alternative Recruitment and me which help to evaluate the company's current position and my current position . In the last part of this report, I add some recommendations to improve their business in future. This report reflects my academic knowledge and working experience.

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Chapter 1: Introduction

1.1: Introduction

I am Rahima Akter Tamanna, a student of the English department at Daffodil International University. To fulfill my four-year Hons. Degree at Daffodil International University I did an internship in a multinational agency.

Out of the 6500 spoken languages in the world today, English is the third most widely spoken language in the world, English is widely spoken and taught in over 118 countries and is commonly used around the world as a trade language or diplomatic language. It is the language of science, aviation, computers, diplomacy and tourism. It is also important in all sectors such as education, travel, business and media. English is spoken as a first language by around 400 million people worldwide. But that's not all, it is also the most common second language in the world, also in Bangladesh.

To deal with the progress of the world, we must be good in English both verbally and written. I think, in a Multinational Agency English is something that is used very much. As recently I have joined in a multinational agency I saw there is no way to go without the sound knowledge of English. So, there English is our main weapon to run or make a deal. I worked there as a data analyst. As far as I understand about this particular agency, this agency believes in team work and each team holds 5-7 members. I worked there in a data analyst team. The main work in the data analyst team is transformation of raw data into meaningful statistics, information, and explanations and organize it in a professional way so that we can easily find when it's needed. As I am from an English background I did not have much knowledge about excel sheets or technology but when I worked there as a data analyst I learned many things which I did not learn before. So, I can say that this internship gave me a clear perception of the corporate sector and made me believe in teamwork and the importance of teamwork and soft skills.

Their main office is situated in the UK and they deal with Germany, Austria, Albanian, Croatian, Serbian, Romanian, Hungarian, Maltese. As we all are used to our mother tongue we do not know other languages. So, their English language is like a bridge which connects people of 2 different languages.

I worked in a multinational agency. Their main work is sending workers from one country to another country. Also they provide other services, such as student visa, medical visa etc. To send workers from one country to another, to do that they have to go through many processes. They have varieties of departments such as Education, Legal, data analyst Department, Job Hunting Team, Team Monitoring Department, Marketing department and so on. The work is completely different from one department to another department. The entire agency works like a cycle. It starts from the job hunting department and ends with the legal department. Job hunting team starts a deal by finding the job for our workers and they

contact them through email or whats app.If the client shows positive response then they ask them about their requirements and country preferences. After discussing all that, if the employer wants to see some information about the workers then the deal is sent to the data analyst team and the part of the job hunting team ends here.Now the deal belongs to the data analyst department.Data analyst department provide them information and explanations about that particular worker and as a part of explanation they turn raw information into CV and send the CV to the employer .Then the deal is sent to the file preparation team,they make a file and sent it to the Legal team.Legal team contact with the agent and look after the financial matter.After everything is transacted, the deal is done and they finally able to send Worker from one country to another.So,that's how the entire agency works.There are lots of workers and lots of owner,who want to hire and who want to work.Jobs are grouped based on the type of work a person does,sometimes based on owners preferences.After knowing all these things if a person wants to apply or if a owner wants to hire then the company starts processing.

1.2: Background and objectives:

An internship is just a part of our education but it does not happen in the educational institution, rather it happens in an organization, company or in a school but the form is different. We learn there and gain experience for our future job life. It is a job training Program completed within 12 weeks. An internship helps to develop an understanding of the world of work and acknowledges our skills and abilities. Internship is important because it helps to develop one's professional attitude, strength, professional character and provides a great direction to success in the world of work.

I have worked as an intern in the multinational agency named "Alternative Recruitment" which works to send workers from one to another country.

People are going there for work to earn more money and some are starting to live there permanently for a better life. There are basically many reasons to choose this sector and this agency. Personally I like the corporate sector for their rules, regulations and working method. Before going there, I was weak in speaking and computing skill. But as we know in agencies or in a Consultancy their main work is to consult with people, more conversation, more deals you can grab. As our Agency send worker from Asia to Europe so, we talk with them in English there is no way and chance to talk in our mother tongue also as we care about their preference we need to list them in excel sheet. For this reason day by day my speaking and Computing skill is getting better than previous. That is the one reason to choose the corporate sector. Here we work and learn at the same time.

Another reason is, I want to go abroad to pursue my higher degree in future. I am very eager to know the processing, information about other countries, their system, government, law, culture etc. Through this agency I can know very well how another country works. Also they provide student visa for Germany, Croatia, Austria. So, from there I have a bit of knowledge about their provinces, procedures, requirements, eligibility for application, living cost, processing cost, point circulation, IELTS etc. I think this information is very effective for my future plan.

By consulting with lots of foreigners and from collecting data to organize it and then submit it to the authority, I have developed both my communication skill and computing skill. For these reasons I choose this agency to complete my internship. Through this internship I prepare myself for the future job battle.

Chapter 2: Methodology

2.1: Methodology

At the very beginning of the internship, I was a bit worried and nervous but our supervisor is very friendly and helpful. She helped me to understand the whole process of what I have to do or don't. She guided me throughout my whole journey. For her immense support, I finally did my mission and enjoyed every bit of it.

2.2: Search internship:

At first, I was very worried and confused about my internship. What type of work I can do properly or what type of work suits me. Then I searched for an internship. I search a lot to do my internship and I give more time to think about the type of work as I am a student of the English department. I searched for a job which is related to my study, helpful for my future job life and developing my skills etc. Then I dropped my CV to some selected organization through email.

2.3: Interview Process :

I dropped my CV in many corporate sectors. After dropping my CV, 2 days later I got a call from a corporate agency named Alternative Recruitment. They took a phone interview from me and told me that after the phone interview if they think I am potential for them then they will call me and message their location for a face to face interview. And the next day they called me and sent a message with their office location and said to go to their office for the face to face interview.

On the selected date, I went to their office with my CV and the HR told me to wait some time. After that they took me to the computer room to test my computing skills. In my computing test they ask me many question, give me 2 mins to type to know my typing speed and ask something to do in the excel sheets and words. After successful done with the computing test they take me for a viva. There they ask me lots of question about myself, general knowledge, get me know about their office how, it works, their rules regulations etc.

2.4: Selection:

After 7 days of my interview, I got a call from Alternative Recruitment and they informed me that they selected me as a data analyst.

Next day I went to the office, they gave me some formal papers which were about a form of their office's rules and regulations. They give me some time to read it out then say to sign it if I agree with their rules. I signed it and they gave me job confirmation and said welcome to our company. I joined there on 11 February.

Chapter 3: Agency Details

3.1: Agency Details:

My agency's name is Alternative Recruitment. It is situated in 10 no sectors in Uttara, Dhaka. There are 55 employees in the office. Educational qualifications of every employee are Hons.- Masters and BBA - MBA. There is no particular dress code. It is a private office. This organization works for the last 10 years. This agency has been guiding and assisting skilled and unskilled professionals within the visa process and it work for many countries such as, Germany, Albania, Croatia, Serbia, Malta, Romania, Hungary, etc. They provided workers from Bangladesh, India, Nepal, Dubai, Bhutan, Africa etc. They provided visa and other important things. They help their best and suggest the best for the workers. The agency has authority based website and facebook page. It is trusted and reliable agency to the people. Lots of people gets chance to go to Europe through this agency and they are confident, happy and hopeful with their service.

Name: Alternative Recruitment

Location : Uttara

Time of establishment : 2010

Building: 1

Number of employee: 55

Employee's qualification: Honors & Masters, BBA & MBA

Dress code: Formal & Casual

Economics: Private

CCTV Monitoring : Yes.

Finger Prints : Yes

Chapter 4: Internship Activities

4.1 Observation:

I worked in the data analyst sector. Here, people are sent in two categories: skilled or unskilled and student visa. For working visas they send workers only in Europe but for students they are able to provide any country's visa. For working visa workers need minimum 4.5 IELTS score and for students visa it's need as country prefer. Worker must need 3-10 years experience and students need 1-3 year or without experience.

As I worked in an agency and they were sending worker from Asia to Europe. My department leader name is Bushra Badhon, Head of Team Monitor of Alternative Recruitment Ltd. In my data analyst team there are four members. The head of team leader worked with every department as the process is interrelated to each other. From file observation to check database and then aftermath everything was belong to her. Before sending we trained up our workers for the mentioned position so that they do not find any difficulties after going there.

4.2 My responsibilities as a data analyst :

1. Organized data according to others preferences,utilizing technical expertise to ensure data is accurate and high-quality then I analyzed,designed, and presented in a way that assists the organizations make better decisions.
2. Checked the given data in sheets with their passport,photos,cvs whether they put it correctly or not and remove corrupted data and fix coding errors and related problems.
3. Developed and maintained databases, and data systems.Filtered data by reviewing reports and performance indicators to identify and correct code problems.
4. Preparing reports for the management stating trends, patterns, and predictions using relevant data.
5. Prepared final analysis reports for the stakeholders or employer who wants to know about the workers personal life like where they live,their working experience, PCC, company name where they worked before,whether they are married or unmarried etc we make a cv with all the information and send it to the owners.Same happens with the workers when they wants to know about the owners,where they live,their company situation, how many people worked their,accommodation etc we gave them that information.By providing these information we make believe in us and let them to take important decisions based on various facts and trends.

So, data analysts work with the data,sometimes collect data,work with the given data.In one sentence data analysts make the best use of data.As they give data where needed so one's dream to go europe is completely dependent on them. But, besides analyzing the data we have to communicate with the employer and worker.

4.3: A sample case study (Employer) i

When we contacted the employer we had some frequent questions. When I contacted the employer every time we used English as it is an international language. Moreover, our clients or owners are from Romania, Malta, Croatia, Albania, Serbia and Hungary etc. When I contacted my clients I developed my communication skill.

Me: Hello Sir/Ma'am, Good afternoon.

Client : Good afternoon. What's the matter?

Me: Basically I have seen your advertisement on a job site that says you need some workers. Could you please tell me what kind of worker you need?

Client: Yes. I need some workers for my restaurant.

Me: Could you please mention the position name?

Client: Yes. I need 3 waiters, 1 Cook and 1 pizza chef.

Me: Okay, Do you have any country preference or other preference ?

Client: Yes. They must be good in English, experienced and from India. I need urgent workers. How much time do you take to send workers?

Me: We take 2-3 months. Thank you for cooperating with us.

Client: Welcome.

4.4 A sample case study (Worker) ii

When we contacted the workers we had some frequent questions. We used English as it is an international language. Moreover, most of our workers are from India, Nepal, Ghana and Africa etc. When I contacted my clients I developed my communication skill.

Me: Hello Sir/Ma'am, Good afternoon.

Client : Good afternoon. What's the matter?

Me: Basically you have submitted your papers. Could you please mention what kind of work you need or tell me about your skills?

Client: Yes. I am good at Nursing, also I have a professional certificate and experience in that area. So I prefer caregiver or nurse visa.

Me: Could you please tell me which country you want to apply for, salary and food accommodation ?

Client: Yes. My preferred country is Croatia and my expected salary is 1200€. Food accommodation basically depends on the salary. If the salary is high then no need for food, if poor then I need food and other accommodations.

Me: Okay, We will give you a form about that country's rules and regulations and want to know your personal information and key skills. Please fill up the form carefully and submit it as soon as possible.

Client: Sure.

Me: Okay. If you have other questions you can ask me otherwise I will end the conversation here.

Client: I have no questions. Thank you.

4.5: Things I have learned as an intern

1. Before I was getting nervous while talking and interacting with someone but now I can easily talk and interact with people.
2. Before I was weak at communicating in English, now it's getting better. It has improved during my internship as I need to communicate with my europe colleagues and owners.
3. I have basic soft skills but during this internship I polished my soft skills professionally as before I never worked on excel sheets.As there I worked as a data analyst, I work on excel sheets,maintain database,update,make a new sheets,lots of technical issue is there but I learned and overcame it successfully.
4. I get to know the entire process of shifting one country to another. Such as,factors,education,training, experience, language ability, adaptability and age etc.Before I had no knowledge about it,but now I know all these things which will be very helpful to process my path when I decide to go abroad.

Chapter 5: Limitations

5.1: Limitations of my study

Undoubtedly the internship is very helpful for me and everyone. But there are some limitations too. Which I realize and find during my internship's whole journey. For example,

5.2: Time limitations

As I worked in a multinational agency, everyday new people and new informative things are coming such as, update the excel sheets, meet with new people and their preferences, new format, new technology, additional requirements etc. It is not possible to learn and adapt all these things in a short time. And out of these 3 months, 1 month was fasting/Ramadan, so I didn't get 3 months, I got 2/2.5 months, because during fasting our amount of work and time is reduced a lot, so it was not possible to know, understand and learn everything in these 2 months. So, I could not acquire and adapt all these things within the specific time. Agency is literally a vast area, there are lots of things and lots of departments to understand and learn, need more time in this particular area. If I get more time I may learn many things and acquire more knowledge.

5.3: Academic limitations

I was lucky to have a senior supervisor like Nahid Kaiser ma'am. But unfortunately she maintained a very busy schedule with her professional activities. As a senior person of the university she has to do many extra things. She takes 5 to 6 classes a day so, she was busy consulting with them. But I always tried my best to get the time, direction and get some valuable ideas from her. This was really a good opportunity to learn something from her.

5.4: Confidential limitations

As this is a multinational agency and most of our colleagues and owners are from Europe. Since our time and their time are not the same, many times we had to face many problems and since our morning is their night, so there was very little time to answer all their questions or work with them. We are given a specific time within which to complete this task. Also, I had no experience on agency work, I didn't know

all the information and processes, some things were very sensitive, which had to be handled very carefully, like when giving the workers CV to employer, I had to be very careful while talking to them about each deal.

These tasks are a bit technical, it took me time to understand everything and I couldn't always cover everything. As I was new in this sector. I did not know all the things about agency. Lack of information and understanding I could not provide them actual news every time. While dealing and working some employer are very rude and arrogant which is really painful and I did not have this type of confidence to control this situation. Also some people who submitted their all documents and could not get visa they make so much trouble and give us pain by saying you all are fake etc. That time I was very weak to control this type of worker and employer.

5.5: Other Limitations

As an intern, I had to work 8 hours a day which is very painful. Actually the organization's rules it is. With internship I had two courses which I had to complete at the same time which is very hard for me to manage my time. I had to go through pressure. That time I had no mental peace, I was always in pressure, no time for me to heal myself. I had to work 6 days out of 7 days and in my off day I had to go to my University for some classes and sometimes I need to leave from my office to attend my quiz, presentation and exam. Everyday I had to wake up early in the morning and had to move to my house 8.30 or 9 PM. I could not get energy for the next day.

Chapter 6: Observations and Findings

6.1: Observations :

1. The environment of my workplace is very suitable and friendly for female. The Safety security is very well and strong.
2. The relationship between colleagues is very friendly. Everyone respects each other and helps each other in any time or any situation.
3. They give opportunity to freshers, give training to freshers and most importantly they value skill more than certificate.
4. It is a trusted agency and every process is easier for the clients. Clients can take their decision. The paper is submitted only when everything matches.

6.2: Findings :

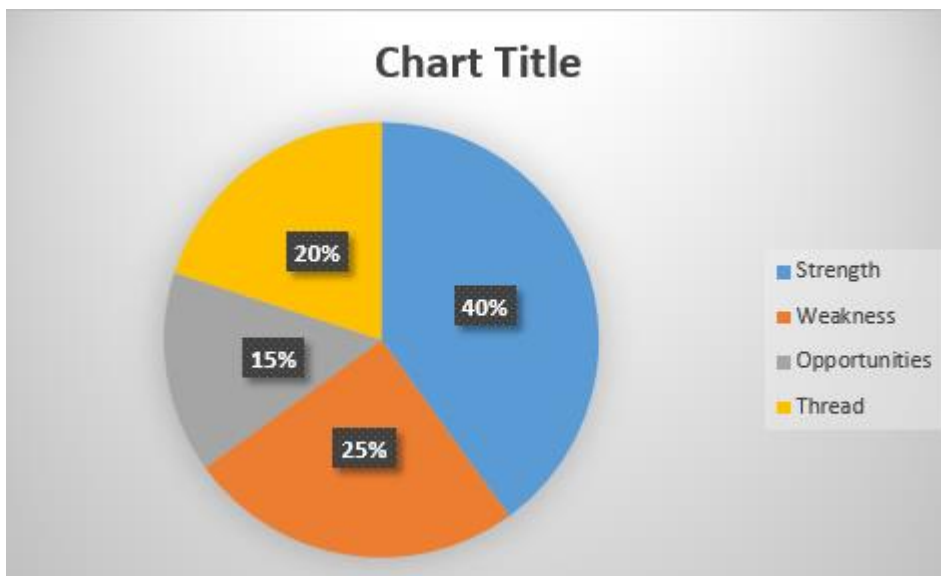
1. They are always prepared for anything because any time any pressure, any new technical issue can come on you. There is actually no time to relax.
2. They did not consider anything. Nepotism is high in this company. Sometimes they behave like unprofessionals.
3. They have less people than the work. So the pressure is high, and everyone can't take the pressure and leave the job.
4. They do not reward or encourage employees for their good work.

Chapter 7: SWOT Analysis

7.1: SWOT Analysis For The Institution:

To discuss the findings, I am discussing it through SWOT analysis :

SWOT stands for strength, weakness, opportunity, threats. SWOT analysis is a framework used to evaluate a company's competitive position and to develop strategic planning. Usually, SWOT analysis is used to determine how closely a business is aligned with its growth trajectories and success. If we give a clear focus at these definitions, we can understand that SWOT is used in the corporate world from an objective point of view by externals to evaluate friendly competition.



Strength :

1. It is a trusted agency and every process is easier for the clients. Clients can take their decision.
2. The Safety security is very well and strong.
3. The relationship between colleagues is very friendly. Everyone respects each other and helps each other in any time or any situation.
4. They give opportunity to freshers and freshers are eager to learn as they are blank, they teach them and use their time.

Weakness:

1. They have less people than the work. So the pressure is high, and everyone can't take the pressure and leave the job.
2. They have a 1 year agreement which says before 1 year of the job, they can not leave the job. Because of which many people don't want to join the job.
3. They do not reward or encourage employees for their good work.

Opportunity :

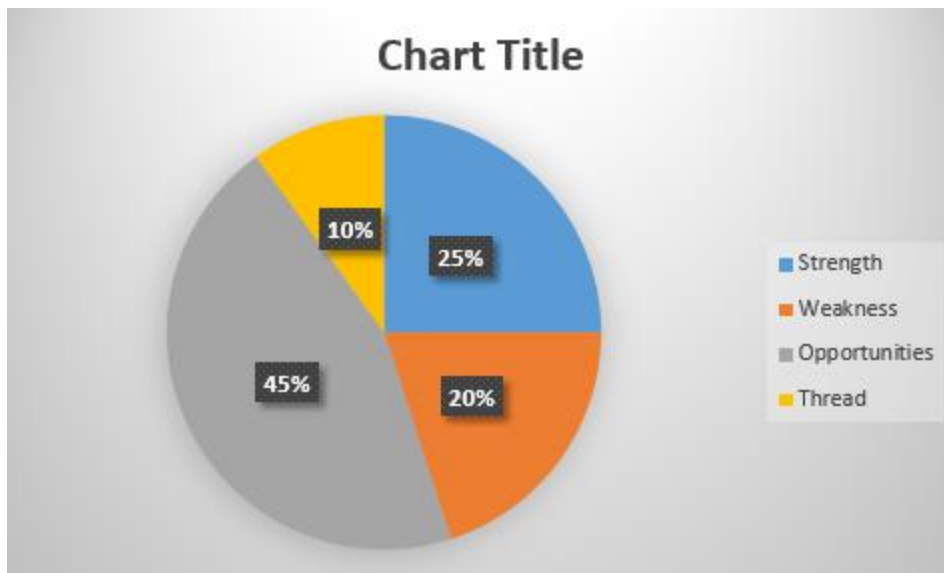
1. They prefer freshers as they are eager to learn and easily come up with new ideas and technology which help the company grow fast.
2. People are very interested in going to Europe.They understand people's needs and wants and exploit it and grow very fast day by day.

Threat :

1. It was very hard to gain people's trust .What information I deliver to my clients now after a few days it can be changed So this is tough to gain and hold people's trust and faith.People may think that we are fake and provide fabricated and false information and for which they did very wrong behavior with us.As a result company faces financial loss and reputation deteriorates later.

7.2: SWOT Analysis For Myself

This is a SWOT matrix that is analyzing my strengths and weaknesses as well as the opportunities and threats. This helps me to focus on my strengths, minimize my weaknesses, and take the greatest possible advantage of opportunities available for me.



Strength:

1. Good knowledge of English in terms of verbal and written communication.
2. Team work Ability.
3. Excellent time management skills.
4. Sound knowledge of MS Word.

Weakness:

1. Lack of technical knowledge
2. Losing patience very quickly

Opportunity:

1. See and learn the multiple uses of technology.
2. Work as quickly as possible.
3. Finding new ways to do more work in less time.
4. Use English more in every department
5. Understand the importance of teamwork.
6. Reduce nervousness due to interacting with many people.

Threat:

7. Tough to gain and hold people's trust and faith.

Chapter 8: Recommendation

8.1 Recommendation

1. They should appoint an agent who can control candidates and collect data from them carefully or list wise.
2. They should appoint an expert data entry team and an honest mind who carefully put and analyze all kinds of documents and information in the sheets carefully otherwise they will be declined by the owners if they get any wrong information.
3. Their office working days should be changed from 6 days to 5 days and the time from 9 hours to 8 hours, which will create a good working environment.
4. There is no time to relax. Here one has to work continuously, for which concentration cannot be maintained. If they give an evening break for 15 minutes, then everyone can work with a fresh mind.

Chapter 9: Conclusion

9.1: Conclusion

English is not just a language, It's like a weapon in the modern world. In every sector English is used vastly and it is an important career move. English is undoubtedly a common language in the world especially job market, business and professional site. The fluency of English language makes one eligible for global opportunity. I am very happy to announce that I am completing my graduation from Daffodil International University. Our department gives us the complete direction to complete an internship from any organization such as school, college, or any other institution. Then I started to think and search for an internship. After a few days, I got an offer from a multinational agency which is a corporate organization and they work for sending workers from Asia to Europe. Initially I selected there as a communication officer later I switch to the data analyst team. After communicating with lots of people day by day it is increased my communication, understanding, work under pressure, professionalism and mental health. Later, I worked with data. As a data analyst I need to put data on the excel sheet, analysis the data, check the data given in sheets with their passport, photos, cvs whether they put it correctly or not. Also as a data analyst we use data to make CV's or when needed. In further process when the owner wants to know about the workers personal life like where they live, their working experience, PCC, company name where they worked before, whether they are married or unmarried etc, we make a cv with all the information and send it to the owners. Same happens with the workers when they wants to know about the owners, where they live, their company situation, how many people worked their, accommodation etc we gave them that information. So, data analyst works with the data, sometimes collect data, work with the given data. Undoubtedly it has increased my soft skills. After successfully completing my internship, I have made my internship report utilizing all my understanding and knowledge.

Chapter 10: Appendix

10.1: Appendix



While working on sheets



While communicating with employer and workers



Inside image of the office



With all colleagues



A landmark to create the Future

Faculty of Humanities
and Social Science

Ref : Internship Placement//223

Date:22-05-2023

HR

Alternative Recruitment Limited

Address: 12/A Road, Sector 10, Uttara.

Subject: Request for Internship Placement

Dear Sir,

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

I would like to draw your kind attention that **Rahima Akter Tamanna**, ID Number:192-10-441 has completed 117 credit hours in 39 courses from the Department of English. It would be highly appreciated if you could kindly allow her as an Intern at your esteemed organization.

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

With the best regards,

Liza Sharmin
22.5.2023

Dr. Liza Sharmin

Associate Professor and Head

Department of English

Daffodil International University

Email:headenglish@daffodilvarsity.edu.bd



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E-mail: info@daffodilvarsity.edu.bd, Fax: +88 02 9131947

www.daffodilvarsity.edu.bd



Date: 15th Feb'2023

TO WHOM IT MAY CONCERN

Dear **Rahima Akter Tamanna**,

Thank you for accepting and signing the job offer letter. I am pleased to inform you that your employment with **Alternative Recruitment Ltd.** has been confirmed in the capacity of **Data Analyst**.

As agreed, your starting date will be **11th Feb'2023** and your regular work timings from 11:30 AM to 8:30 PM, Monday to Saturday. Further information governing your employment can be found in the signed contract as well as the Employee Policy document.

If you have further queries about your employment, you may contact me directly or approach the HR department.

Congratulations on your appointment and welcome to **Alternative Recruitment Ltd.** We look forward to years of fruitful cooperation and success. We wish you the best of luck in your new post.

Sincerely,



Asif Imran
Head of HR and admin department
Alternative Recruitment Ltd.

UK: Roding Lodge Royston Gardens, Ilford England, IG1 3ST | **Malta:** Triq il-Wied, B'Kara, Malta
Bangladesh: BNS Center, Sector #7, Uttara, Dhaka 1230 | **Serbia:** 192, Ali Cukaj, Serbia, RS
Albania: 3A ap. 12, PETROŠANI, Hunedoara, Albanian | **Croatia:** Dukljaničina 3, 10000Zagreb, Croatia