

COLLEGE OF COMPUTER SCIENCE & ENGINEERING

INFORMATION AND COMPUTER SCIENCE DEPARTMENT

ICS 399 – Summer Training 213

Final Report

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| --- | --- | --- | --- |
| Major Project | | Upgrade to Win11 with PowerShell | |
| Training Date | | | |
| Start | 2022 June 20 | **End** | 2022 august 25 |

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Table of Contents

[ABSTRACT 4](#_Toc112326000)

[ACKNOWLEDGEMENT 4](#_Toc112326001)

[INTRODUCTION 4](#_Toc112326002)

[BACKGROUND INFORMATION ABOUT THE COMPANY 4](#_Toc112326003)

[Establishment of the company 4](#_Toc112326004)

[Location of the company 4](#_Toc112326005)

[Types of services/products given/produced 4](#_Toc112326006)

[Mission statement and aim of the company 5](#_Toc112326007)

[Policies concerning customer services, personnel 5](#_Toc112326008)

[Organizational chart of Amazon 8](#_Toc112326009)

[WORK EXPERIENCE #1 9](#_Toc112326010)

[department 9](#_Toc112326011)

[Project description 9](#_Toc112326012)

[ Abstract 9](#_Toc112326013)

[ Requirements 9](#_Toc112326014)

[ Description of the hardware used 9](#_Toc112326015)

[ Description of the software packages used 9](#_Toc112326016)

[People whom you dealt with and your relationship with me 9](#_Toc112326017)

[What did you do? 9](#_Toc112326018)

[What did you learn? 9](#_Toc112326019)

[How will this experience help you in the future 9](#_Toc112326020)

[Time spend 9](#_Toc112326021)

[Project/ Task Status (completed, published, under testing, stopped, ..) 9](#_Toc112326022)

[WORK EXPERIENCE #2 9](#_Toc112326023)

[department 9](#_Toc112326024)

[Project description 10](#_Toc112326025)

[ Abstract 10](#_Toc112326026)

[ Requirements 10](#_Toc112326027)

[ Description of the hardware used 10](#_Toc112326028)

[ Description of the software packages used 10](#_Toc112326029)

[People whom you dealt with and your relationship with me 10](#_Toc112326030)

[What did you do? 10](#_Toc112326031)

[What did you learn? 10](#_Toc112326032)

[How will this experience help you in the future 10](#_Toc112326033)

[Time spend 10](#_Toc112326034)

[Project/ Task Status (completed, published, under testing, stopped, ..) 10](#_Toc112326035)

[CONCLUSION & RECOMMENDATIONS 11](#_Toc112326036)

[Summary 11](#_Toc112326037)

[Your thoughts, views and comments in general about the company and your work experience 11](#_Toc112326038)

[What courses did you heavily use 11](#_Toc112326039)

[What courses do you think the department should introduce 11](#_Toc112326040)

[General recommendations for the company, the university, the department, and for future trainee 11](#_Toc112326041)

[RESOURCES 12](#_Toc112326042)

[APPENDICES 13](#_Toc112326043)

[Weekly break down of your activities during the training period 13](#_Toc112326044)

[Program Code 13](#_Toc112326045)

# ABSTRACT

This report will state my Summer Training experience in Amazon for 213 Semester, which was between 20/July/2022 to 25/Aug/2022, 9 weeks in total. This report is part of ICS399 Course. It includes brief introduction, background information about Amazon, its structure and approach. Then it will state my work experience in Amazon, what was my role and I will discuss my 2 tasks that I’ve done. Finally, it will be concluded with a summary of my experience, my thoughts, views and recommendations.

# ACKNOWLEDGEMENT

First, I would like to express my greatest gratitude to KFUPM for providing such a great opportunity for its students to learn and apply their knowledge in the work field. I would like to thanks Dr. Moayad Alnammi for taking care of his trainees as he provides guidance and support for us.

I would like to express my deepest appreciation to Amazon and every member in it, they were very friendly and cooperative, and they had provided me with a great work experience and motivated me to do my best.

Finally, a special thanks to my supervisors Eng. Mohammed Radwan and Eng. Mohammed Nahari for their patient with me, their continues guidance, encouragement and for every advice they have provided to me throughout all my time as their trainee.

# INTRODUCTION

The purpose of the Summer Training and Coop program is to provide an opportunity for trainees to practice various engineering principles in the real world. In addition, for ICS students, it should provide an understanding of how technology-based organizations operate. Also, it improves trainees’ social skills and give them an opportunity to build a relationship with their training company and eventually they could get a job.

# BACKGROUND INFORMATION ABOUT THE COMPANY

## Establishment of the company

July 5, 1994, Bellevue, Washington, United States

## Location of the company

The headquarter is located in Seattle, Washington, United States.

## Types of services/products given/produced

Amazon has many services and products and this is a list of some of them:

1. Retail goods
2. Amazon Prime
3. Consumer electronics
4. Digital content:

* Amazon Studios
* Amazon Games Studios
* Amazon Luna

1. Amazon Video
2. Delivery
3. Amazon Business
4. Amazon Drive
5. Private labels and exclusive marketing arrangements
6. Amazon Publishing
7. AmazonSmile
8. Amazon Local
9. Retail stores
10. Amazon Home Services
11. Amazon Cash/Top Up
12. Amazon Web Services (AWS)

The most lucrative service is AWS. AWS is responsible for more than 60% of amazon revenue.

## Mission statement and aim of the company

Amazon’s corporate mission is “to be Earth’s most customer-centric company.” This mission statement promises attractive e-commerce services to satisfy target customers’ needs. The company’s focus on customers implies a set of variables based on what customers require and expect from the technology and online service business. The following characteristics are some of the most prominent factors associated with Amazon’s corporate mission statement:

1. Lowest prices
2. Best selection of goods and services
3. Convenience in e-commerce
4. Global industry leadership

## Policies concerning customer services, personnel

Amazon have 12 leadership principle that the employee should follow or embrace. And this is a list and description for each of them:

**Customer Obsession**

Leaders start with the customer and work backwards. They work vigorously to earn and keep customer trust. Although leaders pay attention to competitors, they obsess over customers.

**Ownership**

Leaders are owners. They think long term and don’t sacrifice long-term value for short-term results. They act on behalf of the entire company, beyond just their own team. They never say “that’s not my job."

**Invent and Simplify**

Leaders expect and require innovation and invention from their teams and always find ways to simplify. They are externally aware, look for new ideas from everywhere, and are not limited by “not invented here." As we do new things, we accept that we may be misunderstood for long periods of time.

**Are Right, A Lot**

Leaders are right a lot. They have strong judgment and good instincts. They seek diverse perspectives and work to disconfirm their beliefs.

**Learn and Be Curious**

Leaders are never done learning and always seek to improve themselves. They are curious about new possibilities and act to explore them.

**Hire and Develop the Best**

Leaders raise the performance bar with every hire and promotion. They recognize exceptional talent, and willingly move them throughout the organization. Leaders develop leaders and take seriously their role in coaching others. We work on behalf of our people to invent mechanisms for development like Career Choice.

**Insist on the Highest Standards**

Leaders have relentlessly high standards — many people may think these standards are unreasonably high. Leaders are continually raising the bar and drive their teams to deliver high quality products, services, and processes. Leaders ensure that defects do not get sent down the line and that problems are fixed so they stay fixed.

**Think Big**

Thinking small is a self-fulfilling prophecy. Leaders create and communicate a bold direction that inspires results. They think differently and look around corners for ways to serve customers.

**Bias for Action**

Speed matters in business. Many decisions and actions are reversible and do not need extensive study. We value calculated risk taking.

**Frugality**

Accomplish more with less. Constraints breed resourcefulness, self-sufficiency, and invention. There are no extra points for growing headcount, budget size, or fixed expense.

**Earn Trust**

Leaders listen attentively, speak candidly, and treat others respectfully. They are vocally self-critical, even when doing so is awkward or embarrassing. Leaders do not believe their or their team’s body odor smells of perfume. They benchmark themselves and their teams against the best.

**Dive Deep**

Leaders operate at all levels, stay connected to the details, audit frequently, and are skeptical when metrics and anecdote differ. No task is beneath them.

**Have Backbone; Disagree and Commit**

Leaders are obligated to respectfully challenge decisions when they disagree, even when doing so is uncomfortable or exhausting. Leaders have conviction and are tenacious. They do not compromise for the sake of social cohesion. Once a decision is determined, they commit wholly.

**Deliver Results**

Leaders focus on the key inputs for their business and deliver them with the right quality and in a timely fashion. Despite setbacks, they rise to the occasion and never settle.

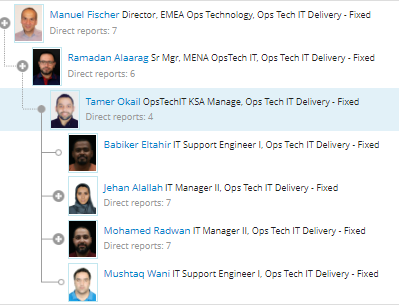
**Strive to be Earth's Best Employer**

Leaders work every day to create a safer, more productive, higher performing, more diverse, and more just work environment. They lead with empathy, have fun at work, and make it easy for others to have fun. Leaders ask themselves: Are my fellow employees growing? Are they empowered? Are they ready for what's next? Leaders have a vision for and commitment to their employees' personal success, whether that be at Amazon or elsewhere.

**Success and Scale Bring Broad Responsibility**

We started in a garage, but we're not there anymore. We are big, we impact the world, and we are far from perfect. We must be humble and thoughtful about even the secondary effects of our actions. Our local communities, planet, and future generations need us to be better every day. We must begin each day with a determination to make better, do better, and be better for our customers, our employees, our partners, and the world at large. And we must end every day knowing we can do even more tomorrow. Leaders create more than they consume and always leave things better than how they found them.

# Organizational chart of Amazon



# WORK EXPERIENCE #1

## department

OpsTechIT

## Project description

### Abstract

This project allows the IT support to install applications from the Software center by just writing their names

### Requirements

Writing script to allow the user to install multiple applications by just writing their names.

### Description of the hardware used

Personal laptop

### Description of the software packages used

subprocess: module allows you to spawn new processes, connect to their input/output/error pipes, and obtain their return codes.

## People whom you dealt with and your relationship with me

No one, I worked on this project alone

## What did you do?

Developed python script to run commands to install applications from Software Center

## What did you learn?

How to run command from python

## How will this experience help you in the future

How to automate common IT tasks

## Time spend

One day

## Project/ Task Status (completed, published, under testing, stopped, ..)

Completed

WORK EXPERIENCE #2

department

OpsTechIT

Project description

* Abstract

This project allows the IT support to check the compatibility of the computer with windows 11 and upgrade from window 10 to windows 11

* Requirements

Writing script to allow the user to automatically upgrade to windows 11.

* Description of the hardware used

Personal laptop

* Description of the software packages used

Hardware Readiness script: To determine whether an individual device meets the system requirements for Windows 11.

Microsoft 11 installation Assistant

People whom you dealt with and your relationship with me

No one, I worked on this project alone

What did you do?

Developed PowerShell script to check the compatibility and automatically upgrade to windows 11

What did you learn?

How to develop or write script in PowerShell language

How will this experience help you in the future

Have good experience developing in PowerShell

How to use PowerShell built-in functions

How to retrieve an information from PowerShell documents

Time spend

One day

Project/ Task Status (completed, published, under testing, stopped, ..)

Completed

# CONCLUSION & RECOMMENDATIONS

## Summary

In summary, this report stated my work experience in Amazon, as I spent my first two weeks in training taking introductory sessions about how work is done in Amazon, then I spent my two weeks learning about AWS, extra learn about Amazon culture, and how to architect and develop on AWS from the 4rd to 6th week, then I decided to get the AWS solution architect associate certificate. After I passed the AWS solution architect, I took the AWS developer associate and I passed it. Then my mentor Babiker Eltahir encourages me to take the AWS DevOps Professional Certification. In the final week I passed the AWS DevOps and I get a Professional Certification that I have never thot I would in that short time. This training was a journey that I wished it will never end, a journey full of experience and knowledge and gave me good picture about the real work environment.

## Your thoughts, views and comments in general about the company and your work experience

That work environment is great, everyone was helpful. There is no pressure in doing something wrong the important thing is to learn from it.

They provide a lot of resources to learn from even if they not important to your current work

## What courses did you heavily use

* SWE 363 Web Engineering & Development
* ICS 474 Bigdata analysis
* ICS 431 Operating Systems

## What courses do you think the department should introduce

* Cloud computing

## General recommendations for the company, the university, the department, and for future trainee

For my experience Amazon doesn’t focus on the technical part, But more on the business need. Because the technical part can be learned from anywhere such as YouTube and google. I recommend amazon for the student who like management and want to focus in business need and how large companies operate. I wish the intern was more than 2 months, I really enjoyed the work place and the help I received from the team I was working with.

# RESOURCES

* It help

<https://ithelp.corp.amazon.com/>

* Skill builder

<https://explore.skillbuilder.aws/learn>

* Microsoft documentation

<https://docs.microsoft.com/en-us/documentation/>

* Udemy

<https://www.udemy.com/>

* Knet

<https://knet.csod.com/>

* Embark

<https://embark.corp.amazon.com/>

* Python documentation

<https://docs.python.org/3/index.html>

# APPENDICES

## Weekly break down of your activities during the training period

## Program Code