**Acknowledgment**

We would like to express our sincere and heartfelt gratitude and appreciation to all the individuals who helped us in successfully completing this project report on “Real Life Leadership & Team Management” within the limited time frame. We would like to thank our professor Dr. Savya Saachi sir, for giving us this golden opportunity to work on this wonderful assignment which taught us much more about the corporate industry and for his valuable guidance and support, his expertise and mentorship was greatly helpful in shaping our assignment & pushing us towards excellence. We would also like to thank our fellow group members for their hard work, dedication, and cooperation throughout this assignment. Each team member played a crucial role, bringing unique skills and perspectives, greatly enriching our work. We are also truly grateful for the collaboration, support, and resources provided by “HCL technologies” who welcome us and let us observe and analyze their working environment to gain experience for our future growth & improvement. Thank you all for making this assignment a fulfilling and rewarding experience.

**Purpose**

The purpose of this visit at HCL Technologies was to provide practical exposure to software engineering and IT infrastructure, introduce corporate work environments, and develop essential skills for handling technical support and project management.

**Agenda**

The agenda included an introduction to various IT domains (Storage, Backup, Network, Security, etc.), followed by targeted training sessions, direct project involvement, client support calls, and discussions with domain engineers. We also gained experience with Agile project management.

**Discussion**

Discussions covered the complexities of IT environments, the need for quality and consistency in IT service management, and methodologies like ITSM and Lean IT. We also participated in bridge calls with clients, learning active listening and effective problem-solving for technical support.

**Highlights**

Key highlights included:

* Exposure to IT domains through "Master Call" sessions.
* Direct experience with IT support operations, including multilingual support and compliance practices.
* Hands-on project experience within IT infrastructure.
* Insight into IT Operations Management's role across the service management lifecycle.
* Emphasis on skills like problem-solving, teamwork, adaptability, and strategic thinking.

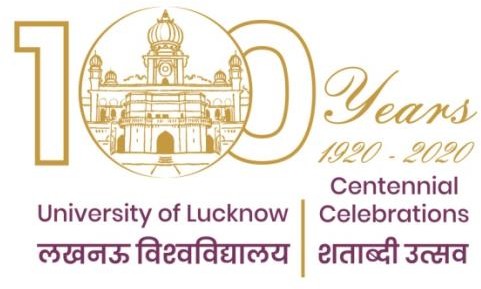
**Behavior**

The visit emphasized the importance of active listening, clear communication, and having an organized approach to technical support tasks. We learned to manage tools, resources, and client history effectively to handle support calls, as well as the importance of following up and escalating issues when necessary.

**Conclusion**

This visit at HCL offered a comprehensive introduction to IT infrastructure management, technical support, and corporate communication. By the end of the program, we had gained a robust understanding of IT operations, Agile project management, and the skills needed for a successful career in the tech industry.

**Soft Skills& Personality Development**



**Faculty of Engineering & Technology**

Bachelor Of Computer Application Session: 2024-27

NBCA-105

Assignment

Real Life Leadership & Team Management

**Submitted By: Submitted To:**

Satvik Hemant Gupta Dr. Savya Sacchi

Devansh Dwivedi (Assistant Professor)

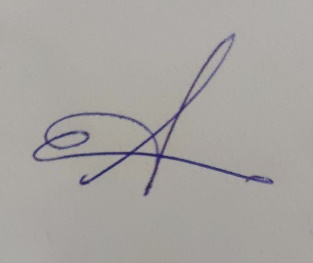
Mohd. Arshad Ansari Anurag Pandey

Shrija Ojha (Technical specialist)

**CERTIFICATE**

It is hereby certified that Satvik Hemant Gupta of Bachelor of Computer Application (B.C.A) has completed this assignment report on "Real Life Leadership & Team Management" in the subject of soft skills & Personality Development to the satisfaction of University of Lucknow. The project was developed under the guidance of Dr. Savya Sacchi during the academic year (2024-27). The student demonstrated significant effort, attention to detail, and adherence to the assignment timeline, making this work suitable for evaluation.

This is also certified that this student has completed his assignment under the guidance of our company "*HCL Technologies*" and having no objections regarding this assignment



Anurag Pandey

Technical specialist

(IT service & operations)  
HCL Technologies

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Signature of Teacher