**University Of Computer Studies (Mandalay)**

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**INTERNSHIP REPORT**

**Micro Services Myanmar**

**(Yangon)**

**Submitted By**

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**Fifth Year B. C. Sc.**

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**Acknowledgements**

Firstly, I would like to show my gratitude to the Ministry of Science and Technology, Myanmar that introduces the internship program of IT students. An internship was perhaps best defined as a “three-way partnership between the educational institution, the student intern, and the organization where the interns take on the challenges of a program of systematic experiential learning”. I want to express my most sincere gratitude to Dr. San San Tint (Pro-Rector, University of Computer Studies, Mandalay), Professor Dr. Mya Thidar Kyaw and Professor Dr. Ei Ei Mon who creates and develops this partnership in order to provide experiential learning opportunity.

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Finally, I am grateful to my parents for their support throughout my life and to my friends and colleagues who help me directly and indirectly in various ways. I would like to thanks my parents and friends who have helped me with their valuable suggestions and guidance has been helpful in various phases of the completion of the project.

**Abstract**

With the aim of fulfilling the academic requirement of 2021-2022 academic year , I accomplished my three-month internship program at Micro Services Myanmar IT Solution which is located at 4thfloor Hotel Sincere Smile, Thingangyun Township, Yangon, Myanmar. During internship period, I had gained valuable insight into the software industry and had the chance to obverse numerous aspects of business ideas and management and learn new technologies and working environment.

In my conclusion internship at Micro Services Myanmar was so productive with practical hand on skills attained from the different field supervisors. I submitted this report not only for the academic requirement but also for distributing my knowledge and experience that I had gained during three months to the readers and juniors in order to be easy and understand for their internship preparation.

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**1. A brief introduction of the organization’s business sector**

The modern economic development in Myanmar is starting in the digital age giving it the potential for digital leapfrogging for economic growth and there is a prominent increase in the development of ICT sector in Myanmar. The Myanmar ICT market is still largely dominated by hardware companies (50%) due to the relatively low usage of ICT in business and industry, training (18%) and software (18%), trading (3%), Web and Internet Service (2%) and network and maintenance service (1%).

The software market in Myanmar is still largely underdeveloped, with relatively few companies operating in this space. At the moment, the finance sector seems to be an early adopter of technology, with banks installing increasing secure and progressive systems. Within the trading and tourism sectors, IT usage limited to the larger players – such as major airlines and foreign-owned hotels which offer online booking systems, and big supermarket chains using inventory management solutions. However, most of the largest sectors in the country- such as agriculture, manufacturing, education, and health-employ very little software solutions if at all. Nevertheless, the demand for sophisticated application is expected to spike as the country’s various industries grow and require more developed solutions, be it custom

made applications or licensed comprehensive systems.

Additional opportunities exist for setting up offshore development or outsourcing projects. Myanmar can offer skilled human resources – in the IDI sub skills index of 2011 Myanmar scored 5.24, higher that India (4.63), Cambodia (4.38) and Laos (4.35)- for a fraction of the cost. New investor-friendly regulations and incentives make it even more attractive to invest in such ventures.

**2. Overview of the Micro Services Myanmar**

Micro Services Myanmar is the specialized in both teaching for students who are very interested in IT from different fields and developing excellent software and built responsive website and web application for e-commerce and blogs and other many sectors. Company is located in Hotel Sincere Smile 4th floor, Thingangyun Township, Yangon, offering fully-fledged services for software development and engineering empowering effective management to its clients.

**2.1 Brief History**

At first, U Thuyein Soe and other technical professionals shared the knowledge of technical subjects since 2014. U Thuyein Soe was performed as a teacher who is training in web development at Green Hackers Institute. In 2019, U

Thuyein Soe was founded Micro Services Myanmar IT Solution. The organization’s purpose is instruction to teach online course with no fees and to increase the successful development of business, job creation and employment in specific sectors.

Micro Services Myanmar has three departments for teaching.

1. Web Development with PHP

2. Web Development with JavaScript

3. Web Design

**2.2 Business size**

There are three teams and 20 more employees in Micro Service Myanmar. The teams are development team, design team, management team. There are different positions (Senior developer, junior developer, designer, teachers for training) and their goal is probably and reliably reduce the cost, effort, duration and risk of software projects.

**2.3 Product Line**

**2.3.1 Services**

I make human resources who can make advantages inventions for the humans and the environment.

∙ I make human resources which is born form Micro Service Myanmar can use Hard skills and Soft skills emphatically in their whole life.

**2.3.2 Technologies**

* Design

HTML

(5.5.1)

CSS/CSS3

JavaScript

JQuery

Bootstrap 4

* Development

PHP

MySQL

Laravel

JSON

AJAX 3

* Tools

Sublime

Text

Xampp

PhpStorm

Git

**2.4 Competitors**

I think other Institute and course. Micro Services Myanmar’s CEO said that they did their best and they will best in future that’s way they complete previous version of themselves and other companies.

**2.5 Brief summary of all departments**

Micro Services Myanmar has three departments for teaching,

1. Web Development with PHP

2. Web Development with JavaScript

3. Web Design

**Web Development with PHP**

At web development department, they teach Web Development with PHP Foundation Course. This course has both theoretical knowledge and practical use of PHP Procedural, Functional PHP, MySQL, OOP, JSON and AJAX.

**Web Development with JavaScript**

At web development department, they teach Web Development with PHP Foundation Course. This course has both theoretical knowledge and practical use of JavaScript Basic, JavaScript ES 5/6, Vue.js, Express, Mongo DB, Restful APIs.

**Web Design**

At web design department, they teach Web Design Course. This course has both theoretical knowledge and practical use of JavaScript, HTML5, CSS & CSS3, JQuery, Bootstrap and WordPress.

**3. Plan of internship program**

I served as an intern in Development team in Micro Service Myanmar. Senior and junior developers in development team works for error handling and fixing , software version upgrading and developing new software products. Senior developers divided many groups to make projects. I assigned to Travel and Tour Agency. I’d trained and worked my project at Micro Services Myanmar. I’d been trained and learned a lot of modern technology in that place about one and a half of months. And I’d learned some new technology during project.

This internship program is started in June 10, 2020 and accomplished in August 27, 2020 after submitting the assigned duties. At Software Development, I was learning developing and testing our intern assignment project for the whole internship period. To get knowledge in real world project, I was performed as a training with senior form development team for the project **Tour And Travel Agency** which is to provide enjoyable quality excursions/trips on time and on budget. And this **Tour And Travel Agency** provides and effective solutions for user to plan, manage and schedule their tours according to their requirements and demands.

**4. Training program**

During Internship period, the company divides three options such as Development with PHP, Development with JavaScript and Web design in order to choose based on their personal interests and skills. I choose development with PHP. After, I assigned to Tour and Travel Agency.

Firstly, I needed to learn the project thoroughly so that the detail functions and facilities of the Tour and Travel Agency project was clearly understood and known. Team leaders in my team also helped me to understand the working process and business background of the software and explained intensively in somewhere I couldn’t understand well. This project had been developed by using visual php programming languages. For the system implementation and using Microsoft SQL Server 2014 for database management and administration . Since both of these two

technologies are those that I had never learnt before, I needed to learn them firstly. So, I tried to learn php firstly in the first week and I believed that it made me improve my self-study skills. And I installed the required software and packages such as Visual Studio Code 2019, Xampp control panel version 3.2.4 in order to run and test php tutorial and exercises.

I gain worthy experiences from Micro Services Myanmar. I was assigned to involve in **“Tour and Travel Agency”** project. I learnt web development and architecture and API structure, business thinking logics, server deployment, team communication and many other performing as interns.

I achieved to creative design thinking and personal communications skill to communicate client. In user interfaces (UI) point of view, the screen or layout which the user vibes to the system is actually attraction and impressive. And then, in user experience (UX) point of view, the layout or design of project is easy to use and is not complex for vendor.

**4.1 Usage Tools**

**4.1.1 XAMPP**

XAMPP is an abbreviation for cross-platform, Apache, MySQL, PHP and Perl and it allows you to build WordPress site offline, on a local web server on your computer. This simple and lightweight solution works on Windows, Linux and Mac– hence the “cross-platform” part. XAMPP is a free and open-source cross-platform web server solution stack package developed by Apache Friends, consisting mainly of the Apache HTTP Server, MariaDB database, and interpreters for scripts written in the PHP and Perl programming languages.

**4.1.2 Sublime Text**

Sublime Text is a shareware cross-platform source code editor with a Python

application programming interface. It natively supports many programming languages and markup languages, and functions can be added by users with plugins, typically community-built maintained under free-software licenses.

**4.1.3 PhpStorm**

PhpStorm is a commercial, cross-platform IDE (integrated development environment) for PHP, built by the Czech Republic-based company JetBrains. PhpStorm provides an editor for PHP, HTML and JavaScript with code on-the-fly code analysis, error prevention and automated refactorings for PHP and JavaScript code.

**4.2 Duties and responsibilities performed**

My duties and responsibilities in first month are to learn php needed for project. Sir Naing Myint Htet teaches us about PHP before we start our project. And the next day, the project leader assigns work for each team members and discuss about the enhancement of the project. There was a milestone plan in my team for each month and needed to reach the monthly target in the plan. I found that my team was facing some problems and delays for reaching the target. So, I learnt web design in parallel in order to help my team.

Moreover , everyday is the day to test the whole project and report the finding errors and misleading behaviors of the software to the project leader. Before this day, all repaired works and codes from each team member are integrated into the server machine and share the updated version of the software. And then, we made presentation and shared knowledge to each others. I carried out established activities and any additional responsibilities which are mutually agreed upon by the all of the us and site supervisor, fullfilled l agreed upon time commitments and conducted oneself in a responsible and professional manner.

**5. Learning Experiences**

**5.1 Knowledge acquired**

This is my first time working with a company. I got a lot of knowledge and experiences from my internship. I’d learnt a lot of modern technology that are mostly demand and use in most software company. Firstly, the most important experiences for being a part of a team.

And I’d learnt the best way to communicate in the real development society. Sometimes, I have to dismiss our emotion when I was working with the others. I also got knowledge about how to plan our project, how to manage our tasks, and how should I penetrate our products in the market. So, of course I also got some knowledge about marketing and project management.

**5.2 Skills learned**

During my internship, I gained management, adaptability, initiative and receptiveness skills from my workplace. I used to organize my time and produce results by prioritizing my responsibilities and recognizing when it’s appropriate to multitask or focus on one particular project at a time. I was also able to adapt with the living style of an employee in Yangon and got the sense of adapting from the student life to a worker life.

The first and the most important thing that I’d learnt is the way to working with a team and being as a part of that team. No matter which position we take, every single one the team is important and responsible for our project. So, I think this is the most important and responsibility for our project. So, I think this is the most important and necessary in every development. I always have meeting at the first day of every week. I explain about our tasks from last week and discuss for the next task. I am sure myself that I got a lot of progress in communication with other people.

I know better than before in my intern that I am the only one responsible for my tasks and I’d learnt that I’ve to take responsible for Observed attitudes and gained values.

**5.3 Observed attitudes and gained Values**

In my training program, I found that most of the employees in the company were hard working and they came the office early and returned home lately. They work independently without relying on each other and I perceived that it is the ideal attitude to be a good developer. The employees are mostly optimistic and it is the key to communicate with others and release the tension and pressure. Most of them do self-motivation by discovering what motivates them and what incites them to take actions to change the unpleasant situation. Besides, they have enthusiasm over the work in that willing to receive jobs, learn new things and observe the results and it is important for a successful career. Respect, confidentiality and loyalty are also needed for building a good career path.

**5.4The most challenging task performed**

The whole internship program is challenging for me because of working environment, and being assigned to work with unfamiliar programming languages and techniques. All the required technologies that is used in the project are new to me and all are challenging. I tried to learn php language first by running and testing various tutorials that are necessary to include in the project.

Moreover, communication is one of my internship challenges that can actually hinder my internship time. In some situation, I found it difficult to ask questions for the fear of being judged.

**6. Strength, Weakness, Opportunities, Threats (SWOT) Analysis**

**6.1 Strengths**

* Latest Technology.
* Customer Service skills.
* Creative Problem Solving skills
* A lot of expertise available.
* Family-type working environment.
* Strong leadership.
* Experience with multiple customers.
* Excellent client service.
* Strong relationship with existing clients.

**6.2 Weakness**

* Weak network infrastructures and supports
* Lots of catch up necessary in preservation of an internship place. ∙
* Depend on existing marketplace.
* Too much trainees in web development class.
* Can’t see clearly the lecture screen at the back of the class. ∙
* Offices are not enough.
* Too much Specialized Jobs

**6.3 Opportunity**

* Technology is understood.
* Requirements are very well known.
* Implementation of technology and websites in government sector. ∙ Can offer many job opportunities for computer students which can improve their company’s number of technical expertise.
* Offshore projects from Japan offices.
* Several expertise in the technology department can be tapped for consultation and learning.
* Many relationships with vendors that could be turned into partnerships for further learning and of first job acquisition.
* On projects which have lengthy development schedules.
* On project with new technology.

**6.4 Threats**

* + A competitor has a new, innovative service.
  + Negative feedback in social networks.
  + Customer’s reaction on price policy.
  + A lot of competitors in the market with similar services.
  + Pressure to reduce costs or face taxation.
  + Chance of making a mistake.
  + Emerging of new technology.
  + Growing competition fromnearby public institute and small training course. ∙ Poor scheduling with no time allocation. This Makes it hard for interns to balance between the internship program and other activities like college activities and part time jobs.

**7. Problem Identification and Solution**

The internship is not exactly what students expected it to be. There are problems and difficulties from both sides of the interns and the company. For the interns from Micro Services Myanmar, three-month long internship period was a great challenge for most of us. There are also consequences of the problem identification and recommendations to be solved for future internship programs in Micro Services Myanmar.

From the side of company, there are so many staffs compared to the ratios of the tasks Micro Services Myanmar. So during my internship period, all the staffs and internship coordinators cannot pay attention to the specific internship program. There are also difficulties in touch with the internship coordinators. The staffs have the mindsets that they need to keep interns happy in three months rather than to make interns improve in problem-solving and real-life experiences.

Moreover, the number of interns was about 150 students form the various universities. And the period of internship is also different as a result, the trainers get busy with trainings repeatedly in additional to their daily tasks. They cannot give full attention on the interns and also the interns do not catch up the experiences as they expected. The intern cannot be able to contribute to the development knowledge in specific fields.

From the side of interns, there are problem we have encountered during our internship so far. For 2 months from June to July, there is no enough works assigned for me and it is embarrassing to admit repeatedly that I have nothing to do during my internship.

In Micro Services Myanmar, the interns are all required to participate in an intern final project according to the request of the universities.

The next problem encountered in Micro Services Myanmar is communication between interns and internship coordinators. Because of the number if interns, the coordinators cannot focus on the students and sometimes they did not even give any attention. They did not care about the attendance of the interns, they did not have any

training in some days, and they did not manage the interns systematically.

**8. Conclusion**

This three-month internship offers me a hands-on opportunity to work in software industry. I knew how my course of study applies to the real world and build a valuable experience in software development. It offers me the chance to learn by doing in a setting where I am supervised by a work-place professional and have the opportunity to achieve my own learning goals. It also offers me the opportunity to work with someone who can become a mentor for me - not only in the internship but throughout your career.

Moreover, I had a chance to learn new skills and add to my knowledge base while gaining confidence in my abilities. Internship provides me an opportunity to practice communication and teamwork skills. I also gain industry knowledge first hand from an organization and professionals. Then, it provided the evidence that I have initiative, am reliable, and have a sense of responsibility. I could apply some of the ideas learned in school and provide a bridge between school and the professional world and I achieved a sense of accomplishment by contributing to the organization.

Besides, I met new people and practiced networking skills while establishing a network of professional contacts, mentors, and references. Especially, it opened the door to advice on the next steps to take on my career path. And it is my good luck to receive a full-time job offer at the end of my internship.

**9. Appendices**

**Appendix A. Internship Weekly Log**

Company: Micro Services Myanmar

Department: Development Team

Project: **Tour and Travel Agency**

Project Supervisor: U Htun Lin Aung (developer)

Period: From (10-June-2020) To (27-August-2020)

**1st Weekly Log – From (11 June 2021) To (14 June 2022)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 11.6.2020 | -Going Micro Services Myanmar Office and introduce myself  -Choose my interesting language, PHP |
| 12.6.2020 | -Started learning PHP language  -Installed PHP storm, Sublime text or Visual Studio Code, Xampp |
| 13.6.2020 | -Off day |
| 14.6.2020 | -Off day |

**2nd Weekly Log – From (15 June 2020) To (21 June 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 15.6.2020 | -Started learning basic PHP pure lessons |
| 16.6.2020 | -Learned more PHP basic lessons, array, looping, operation, variable and function |
| 17.6.2020 | -Learned PHP pure lesson with bootstrap and create database from xampp server |
| 18.6.2020 | -Meet other university students and group with them to write projects |
| 19.6.2020 | -Meet with my team and discuss about our project how to run |
| 20.6.2020 | -Off day |
| 21.6.2020 | -Off day |

**3rd Weekly Log – From (22 June 2020) To (28 June 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 22.6.2020 | -Learned more about PHP crud in database |
| 23.6.2020 | -Learned how to create, update, delete with PHP |
| 24.6.2020 | -Learned how to upload video and image files with PHP |
| 25.6.2020 | -download ckeditor5 and studied how to work ckeditor5 |
| 26.6.2020 | -Learned return all PHP pure lessons |
| 27.6.2020 | -Off day |
| 28.6.2020 | -Off day |

**4th Weekly Log – From (29 June 2020) To (5 July 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 29.6.2020 | -Knew about OOP  -Learned about OOP basic lessons |
| 30.6.2020 | -Learned how to connect with database in OOP |
| 1.7.2020 | -Learned OOP crud lessons |
| 2.7.2020 | -Learned more about OOP crud lessons |
| 3.7.2020 | -My group presentation and learned the detail of OOP |
| 4.7.2020 | -Off day |
| 5.7.2020 | -Off day |

**5th Weekly Log – From (6 July 2020) To (12 July 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 6.7.2020 | -Introduce to Laravel (PHP framework)  -Download and set up Laravel with Composer and set up Git |
| 7.7.2020 | -Learned how to connect with database in OOP |
| 8.7.2020 | -Learned three main parts of Laravel Framework (view, controller ,model) |
| 9.7.2020 | -Learned how to connect with database in Laravel |
| 10.7.2020 | -Learned more detail about Laravel Framework lessons |
| 11.7.2020 | -Off day |
| 12.7.2020 | -Off day |

**6th Weekly Log – From (13 July 2020) To (19 July 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 13.7.2020 | -Revision of Laravel |
| 14.7.2020 | -Learned how to connect with database in OOP |
| 15.7.2020 | -Learned the detail of Laravel |
| 16.7.2020 | -Revision learned how to connect with database in Laravel |
| 17.7.2020 | -Download node.js and installation |
| 18.7.2020 | -Off day |
| 19.7.2020 | -Off day |

**7th Weekly Log - From (20 July 2020) To (26 July 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 20.7.2020 | -Off day |
| 21.7.2020 | -Student registration project with OOP(mini project) |
| 22.7.2020 | -Presented our group project |
| 23.7.2020 | -Learned new Laravel project |
| 24.7.2020 | -Learned new Laravel project with database |
| 25.7.2020 | -Off day |
| 26.7.2020 | -Off day |

**8th Weekly Log – From (27 July 2020) To (2 August 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 27.7.2020 | -Introduce JavaScript in Laravel new project |
| 28.7.2020 | -Started with Laraveles6 project with json |
| 29.7.2020 | -Learned Laravel mini project with json |
| 30.7.2020 | -Learned Laravel mini project with json |
| 31.7.2020 | -Off day |
| 1.8.2020 | -Off day |
| 2.8.2020 | -Off day |

**9th Weekly Log – From (3 August 2020) To (9 August 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 3.8.2020 | -Off day |
| 4.8.2020 | -Group Presentation |
| 5.8.2020 | -Meet with supervisor for our project |
| 6.8.2020 | -Discuss for project |
| 7.8.2020 | -Start the part of admin in our project |
| 8.8.2020 | -Off day |
| 9.8.2020 | -Off day |

**10th Weekly Log – From (10 August 2020) To (16 August 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 10.8.2020 | -Start User Interface design |
| 11.8.2020 | -Connect with database, Add, retrieve data |
| 12.8.2020 | -Make controller, model and blade PHP file for UI |
| 13.8.2020 | -Make controller, model and blade PHP file for UI |
| 14.8.2020 | -Make controller, model and blade PHP file for UI |
| 15.8.2020 | -Off day |
| 16.8.2020 | -Off day |

**11th Weekly Log – From (17 August 2020) To (23 August 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 17.8.2020 | -Doing our project |
| 18.8.2020 | -Doing our project with Laravel |
| 19.8.2020 | -Presentation of our project |
| 20.8.2020 | -Doing our project and learned laraveles6 detail |
| 21.8.2020 | -Doing our project |
| 22.8.2020 | -Off day |
| 23.8.2020 | -Off day |

**12th Weekly Log – From (24 August 2020) To (28 August 2020)**

|  |  |
| --- | --- |
| **Date** | **Description about Task assigned** |
| 24.8.2020 | -Present project to supervisor and discuss with supervisor |
| 25.8.2020 | -Discuss with supervisor and moderate project |
| 26.8.2020 | -Moderate project |
| 27.8.2020 | -Finish project |
| 28.8.2020 | -Present project to supervisor & discuss with supervisor and finish project |

**Appendix B. Scanned copy of the Internship Certificate.**

Certificate