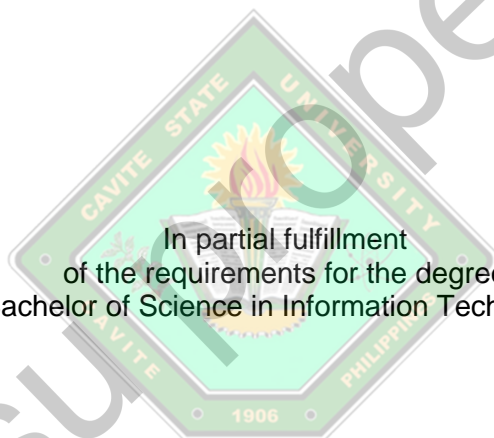


**A NARRATIVE REPORT OF ON-THE-JOB TRAINING AT SYKES ASIA, INC.**

Submitted to the Faculty of the  
Department of Industrial and Information Technology  
Cavite State University – Carmona Campus  
Carmona, Cavite

In partial fulfillment  
of the requirements for the degree  
Bachelor of Science in Information Technology



**MONICA JOYCE ANN A. MULLET**  
June 2023



Republic of the Philippines  
**CAVITE STATE UNIVERSITY**  
**Carmona Campus**  
Market Road, Carmona, Cavite  
☎ (046) 487-6328/cvsucarmona@cvsu.edu.ph  
www.cvsu.edu.ph

**CAVITE STATE UNIVERSITY – CARMONA CAMPUS**  
Department of Industrial and Information Technology

Author : MONICA JOYCE ANN A. MULLET  
Title : A NARRATIVE REPORT OF ON-THE-JOB TRAINING  
AT SYKES ASIA INC

**A P P R O V E D:**

**ALONEL A. HUGO**  
OJT Adviser

\_\_\_\_\_  
Date

**JHUMEL C. IGNAS**  
OJT Coordinator

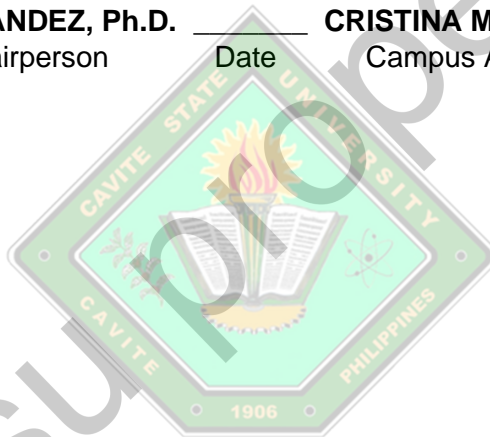
\_\_\_\_\_  
Date

**REGENE G. HERNANDEZ, Ph.D.**  
Department Chairperson

\_\_\_\_\_  
Date

**CRISTINA M. SIGNO, Ph.D.**  
Campus Administrator

\_\_\_\_\_  
Date



## BIOGRAPHICAL DATA

**Monica Joyce Ann A. Mullet** was born on November 17, 1999 in Carmona, Cavite. She is the second among three children of Mr. Melvin D. Mullet and Ms. Novelyn A. Mullet. She is residing at B4 L13 Milagrosa Homes, Carmona, Cavite.

She obtained her primary education at Mabuhay Elementary School, Carmona, Cavite in 2012 and her junior high education with honors at Carmona National High School, Carmona, Cavite in 2016. Then, she took Technical Vocational Livelihood Track, Information and Communication Technology strand, specializing in Animation, at Angelo Levardo Loyola Senior High School, Carmona, Cavite and graduated in 2018 with honors. She was also the treasurer of the Supreme Student Government from 2016 to 2018.

In August 2018, she enrolled at CvSU – Carmona Campus, Carmona, Cavite for her college education in the BSIT program. She was an active member of ITEC and a beneficiary of the Iskolar ng CARSIGMA.

She obtained her degree in September 2023.



## ACKNOWLEDGMENT

The trainee would like to express his deepest appreciation and gratitude to the following for guiding and supporting him throughout the training:

To the family, for their support, love, trust, and encouragement always to finish the training;

Sykes Asia Inc, for allowing molding the skills and strengths, and also for the guidance until the end of the training;

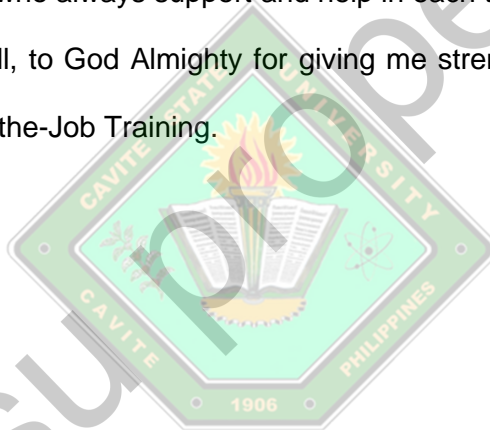
Dr. Regene Hernandez, Department Chair of Industrial and Information Technology, for her presence, attention, and approval of this work;

Mr. Alonel Hugo, OJT Adviser, who guides the trainee to finish the requirements and narrative report;

Ms. Gladiolie Silverio, Supervisor of Sykes Asia Inc, for her passion to assist the trainee throughout the training period;

Co-trainees, who always support and help in each task;

And above all, to God Almighty for giving me strength and knowledge every day to finish this On-the-Job Training.

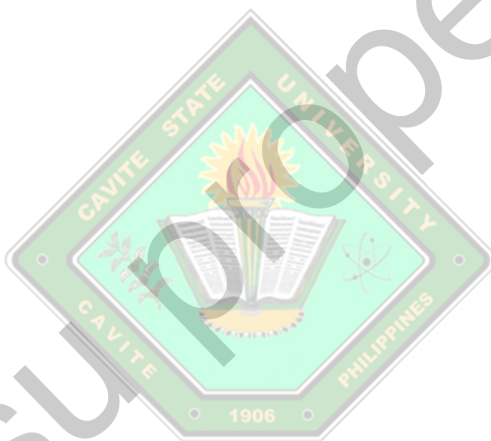


**THE TRAINEE**

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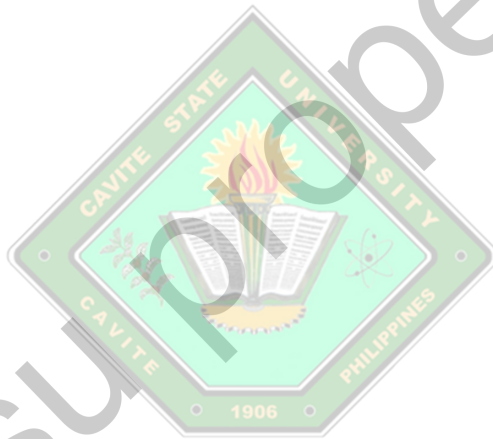


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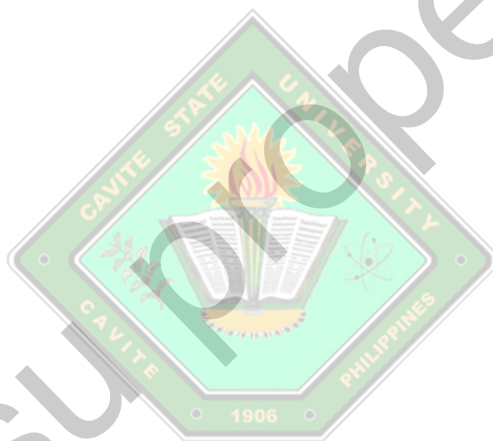
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## INTRODUCTION

On-the-job training (OJT) is an essential component of many vocational and professional programs, offering an opportunity to gain practical skills and knowledge in a real-world setting. OJT provides a bridge between theory and practice, allowing trainees to apply classroom learning to actual job tasks, hone their problem-solving abilities, and develop interpersonal and communication skills (Haque & Alam, 2015). As such, OJT is a vital tool for preparing workers for the demands of their chosen profession.

According to a report by the National Skills Coalition (2020), choosing an onsite on-the-job training company requires careful consideration of several factors, including the company's reputation and experience, the quality of the training program, the qualifications of the trainers, and the cost of the program. The student should take the time to research and compare OJT providers before making a decision. It is necessary to consider reviews from former trainees, check the company's track record, and ask for references from the company. The program should be relevant to the student's career goals and provide a comprehensive training experience (Gupta, 2020).

OJT and internships prepare trainees to "hit the ground running" once they complete the program and meet the company's standards. Students who have completed an OJT or an internship appear more confident and prepared (Mohit, 2021). They can experiment and get direct experience in a low-risk setting since their supervisors and mentors will observe early efforts at new things and give help and advice (Lawless, 2021). This experience also allows students to build valuable connections with professionals in their field, which can lead to job opportunities and references (Cao & Mendoza, 2015).

Sykes Asia, Inc. is a qualified company to accept On-the-job training based on the Memorandum of Agreement of the company and Cavite State University - Carmona

Campus. The trainee must follow the instruction of the OJT that only onsite On-the-job Training can they apply. Also, the trainee must choose a company based on their program.

### **Significance of the OJT**

The On-the-job Training in Sykes Asia, Inc. helps the trainee to have actual working experience in the specific field. Sykes Asia, Inc. is located in Glorietta 1 BPO Office Ayala Center, Makati City. The trainee is assigned to the Verizon – Metro Private Line Department. The role of the trainee is to do the circuit designing, perform order verification, and provisioning design responsibilities for Wholesale and Retail customer service orders. In this training, the trainee gains knowledge about the assigned task to mold and develop her skills.

### **Objectives of the OJT**

The trainee aimed to undergo a total 486 hours of OJT. Specifically, she aimed to:

1. know the company profile of the institution;
2. gain knowledge of the actual operating procedures of their department she was assigned to;
3. be exposed to the actual working environment in computerized services;
4. apply the relevant theories and principles learned from the studies;
5. apply the relevant theories of information technology professions and code of ethics into practice;
6. develop the value of professionalism and commitment; and
7. get a satisfactory grade of 70 or higher for the student evaluation.

### **Time and Place of the OJT**

The trainee had his training at Sykes Asia, Inc. located on the 9th floor, Glorietta 1 BPO Office Tower Ayala Center, Makati City (Appendix 5) from April 3, to June 30, 2023. She had a working schedule of 9:00 pm to 6:00 am every Monday to Friday (Appendix 9).

## THE LINKAGE ESTABLISHMENT

### Company Profile

SYKES is a global business process outsourcing (BPO) leader in providing comprehensive inbound customer engagement services to Global 2000 companies, primarily in the communications, financial services, healthcare, technology, transportation and retail industries. SYKES' differentiated end-to-end service platform effectively engages consumers at every touch point in their customer lifecycle, starting from digital marketing and acquisition to customer support, technical support, up-sell/cross-sell and retention. Headquartered in Tampa, Florida, with customer contact engagement centers throughout the world, SYKES provides its services through multiple communication channels encompassing phone, e-mail, web, chat, social media and digital self-service.

In 1997, SYKES opened its doors in the Philippines, becoming the first multinational call center to operate in the country. We believed in the talents of the Filipino people, which paved a way into launching one of the biggest industries in the country today.

A true trailblazer in nature, we are also the first call center to venture out of Manila, opening the first call center in Cebu. Today, SYKES has employed over 15,000 employees and is continuously growing in the Philippines.

At SYKES, our employees are our priority. We make sure that we help our employees reach their full potential. From facilities to internal programs, we always put our people first.

SYKES is the officially recognized pioneer in the Philippine call center industry.

1997 - SYKES establishes operations in the Philippines and becomes the first multinational call center in the country.

2003 - SYKES opens its first site in Cebu and becomes the first call center to have an office outside of Luzon.

2010 - SYKES merges with ICT to become a bigger and stronger force in the BPO arena. The company reaches 14,000 employees.

2013 - SYKES continues its pioneering legacy with its state-of-the-art employee-centric facility-SYKES Glorietta.

2016 - SYKES expands to the south and opens SYKES Alabang.

2017 - SYKES celebrates 20 years in the Philippines.



Figure 1. Logo of the Sykes Asia, Inc.

Sitel Group®, one of the largest global providers of customer experience (CX) products and solutions, announces its official transition to Foundever™. Since acquiring Sykes Enterprises, Inc. (SYKES) in 2021, the group has solidified its place as one of the top three CX providers in the world. The rebrand to Foundever reflects the company's commitment to innovation, dynamism and best-in-class CX delivery.

### **Mission**

To significantly improve the business of our clients and help consumers find and use the products and services they need by combining the power of machine intelligence with human ingenuity to modernize, optimize and integrate customer touchpoints across the commerce value chain.

## **Vision**

To be known throughout the world as a company that creates meaningful connections between brands and consumers, makes a positive impact in the lives of our people, and is a responsible and respected corporate citizen.

## **Management**

The organizational structure (Fig. 2) of Sykes Asia, Inc./Foundever is composed of the following;

**President & CEO.** As Founder, President and Chief Executive Officer (CEO) of Foundever, Laurent Uberti leads the group's Global Executive Team in transforming the customer experience through innovative solutions and investment in people.

**Founder & COO.** Olivier Camino is the Founder and Global Chief Operating Officer (COO) of Foundever. As COO, Olivier is responsible for the global operations of the company.

**Chief Financial Officer.** Elisabeth Destailleur is the Chief Financial Officer at Foundever where she leads the financial strategy for the company.

**Chief Technology Officer.** David Slaviero is Chief Technology Officer at Foundever. He joined Groupe Acticall in 2001 and has been head of the Information Systems department since 2004. In this role, he leads and oversees the IT teams, project management, consulting, information system maintenance and evolution.

**Chief Marketing Officer.** As Chief Marketing Officer for Foundever, Martin Wilkinson-Brown leads the Global Marketing and Communications team to drive marketing strategies, enhance the group's go-to-market offerings and provide innovative customer experience management solutions.

**Chief Legal Officer.** Carole Bohrer is the Chief Legal Officer of Foundever, is a legal executive appointed to govern a firm's legal department, lead in-house attorneys, provide direction on major legal and regulatory issues, and work to minimize legal risks.



Figure 2. The Organizational Chart of Sykes Asia, Inc./Foundever



**Head of Financial Governance.** Céline Carcy is the Head of Financial Governance of Foundever. Financial governance includes how companies track financial transactions, manage performance and control data, compliance, operations, and disclosures.

**Chief Security Officer.** As Foundever's Chief Security Officer, Chris Knauer is responsible for defining the company's overall security strategy and improving the effectiveness of global security for the organization.

**Chief Information Officer.** Jason Skaria is Foundever's Chief Information Officer (CIO), overseeing all Information Technology functions throughout the globe, including Service Delivery, Infrastructure & Operations, Enterprise Applications and Reporting & Analytics.

**VP, Global Head of Web 3.** As Foundever's VP, Global Head of Web 3, Clément Grandin maintains a strong understanding of trends and strategies within the space and regularly communicate with internal stakeholders to inform campaign work.

**Global Head of CX.** Laurent Delache is Foundever's Global Head of CX. Laurent brings 25 years of experience in customer experience management, IT, business consulting and contact center operations, within multi-cultural environments and specifically in the telco and financial services industries.

**Global Head of CX Technology.** As Foundever's Global Head of CX Technology, Ana Athayde supervise and oversee the strategy, planning and execution of the organization's overall customer experience goals.

**Global Head of Digital Solutions.** Mariana Diniz is Foundever's Global Head of Digital Solutions, responsible for identifying 3rd party solutions to specific strategic challenges and ensuring that we partner effectively to bring these to scale.

**Global Head of Analytics & Insights.** As Foundever's Global Head of Analytics & Insights, Cris leads a team of data experts responsible for the development and execution of data-driven campaigns to improve the customer journey.



**COO – North America.** Michelle Parks is Foundever's COO – North America, responsible for ensuring all aspects of operations run smoothly every day and addressing any issues that come up.

**COO – APA.** As Chief Operating Officer (COO) for Foundever in the Philippines, India, Australia & New Zealand operations, Ravi Iyengar is responsible for all aspects of operations in the Asia Pacific region. Ravi was promoted into this role in 2019 after leading Foundever in India since 2011 where he led the country to a Center of Excellence for the group with strong and balanced results across Financials, People Metrics and Client KPI Performance. Under his leadership, India, the Philippines, Australia and New Zealand are working together to form a strong Asian footprint and drive a high-performance, people-centric culture in the region.

**COO – Latin America.** Eduardo Endo is Foundever's COO – Latin America, manages and handles the daily business operations of the company, working closely with department heads and supervisors to support the day-to-day activity of employees.

**General Manager – Nicaragua & Panama.** Val Vandergrift is Foundever's General Manager in Nicaragua & Panama who is responsible for improving efficiency and increasing departmental profits while managing the company's overall operations.

**General Manager – Spain, Portugal & Greece.** Benedita Miranda is Foundever's General Manager in Spain, Portugal & Greece obtains profit contribution by managing staff and establishing and accomplishing business objectives

**General Manager – French Speaking Market.** Olivier Blanchard is Foundever's General Manager in French Speaking Market, professionally proficient in both English and French and taking responsibility for personnel cost planning and budgeting.

**General Manager – Germany, Denmark, Netherlands & Eastern Europe.** Christian Sajons is Foundever's General Manager in Germany, Denmark, Netherlands & Eastern Europe.

**General Manager – United Kingdom & Ireland.** Karl Brough is Foundever's General Manager in United Kingdom & Ireland.



## THE TRAINING AREA

### Department

The **Verizon – Metro Private Line** provides dedicated, reliable full-duplex bandwidth for customer-specific data networks and mission critical applications. This services wide range of line speeds and reliability options allow customers to meet an array of diverse requirements, including voice, data, video, multimedia, and encrypted communications. The Metro Private Line provides point-to-point, point-to-multipoint (hub/end-link) circuits, and multipoint (rings) offerings in over 85 U.S. metropolitan areas. MPLs dedicated bandwidth speeds range from 19.2 Kbps to 10 Gbps to customer locations within a Local Access Transport Area (LATA) or a defined MPL corridor. Verizon – Metro Private Line department (Fig.3) services to customers needing a reliable data storage network for business.

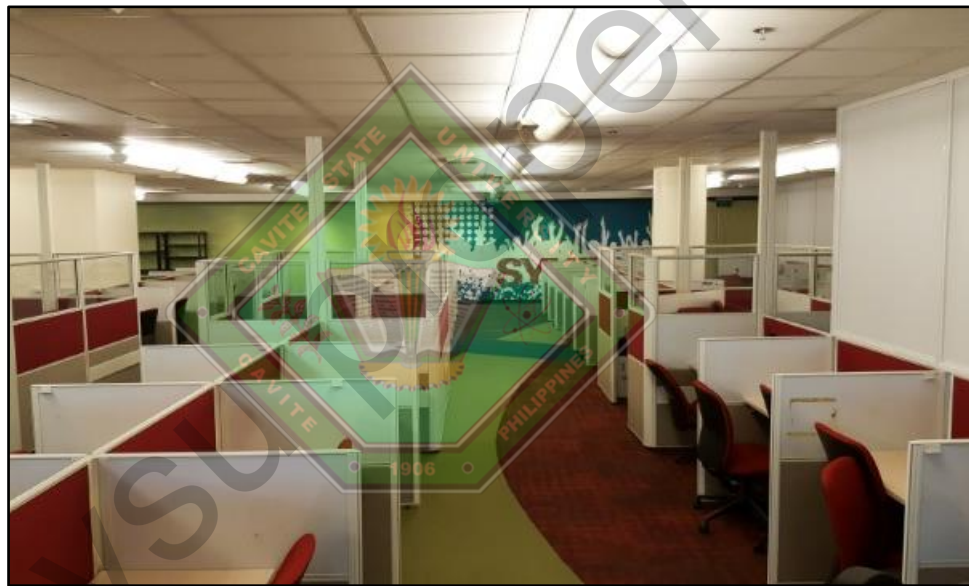


Figure 3. Verizon – Metro Private Line Production Floor

### Structure of the Department

The following are the staff of the Verizon – Metro Private Line (Fig.4).

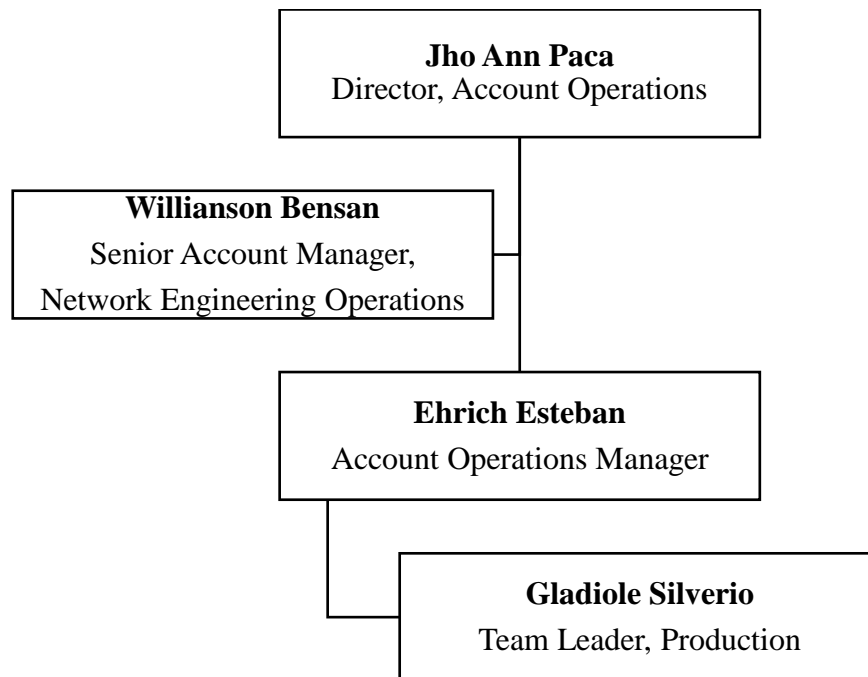


Figure 4. The Organizational Chart of the Verizon – Metro Private Line

**Director, Account Operations.** Ms. Jho Ann Paca is the Director for Account Operations of Verizon – Metro Private Line. She manages the daily activities of the company by overseeing several departments. She is responsible for directing actions across the organization and direct managers to improve efficiency and reduce costs as needed.

**Senior Account Manager.** Mr. Williamson Bensen is the Senior Account Manager for Network Engineering Operations. He is responsible for building strong client relationships, developing account management strategies, coordinating with internal teams to deliver solutions that meet clients' needs, and identifying opportunities to grow accounts.

**Account Operations Manager.** Mr. Ehrich Esteban is the Account Operations Manager for MACD, TDM, Wholesale OE, Wholesale Service Delivery, and IDE. He is responsible for handling project operations for client accounts and ensuring that the team meets the account requirements and specifications.

**Team Leader.** Ms. Gladiolie Silverio is the Supervisor for IDE Provisioning. She is responsible for overseeing a group of employees within a professional setting. Her duties include relaying information between their team and upper management, guiding the team through daily work activities or projects and monitoring employee performance to ensure maximum productivity.

### **Facilities**

**Station.** The station (Fig. 5) in the production floor is the working area of the trainee for the On-the-job Training. It is a bustling and dynamic environment, filled with rows of cubicles or workstations where trainee and other employees handle a variety of tasks. It is equipped with advanced technology and communication systems to facilitate efficient workflow and client interactions. Team leaders move around, providing support and monitoring performance to ensure efficient operations.



Figure 5. Station

**Platforms.** Citrix Workspace (Fig. 6) is used as the server administrator to control which data is allowed to leave the corporate network of the trainee. Microsoft

Edge (Fig. 7) and Google Chrome (Fig. 8) is used for accessing particular websites to perform the job function.

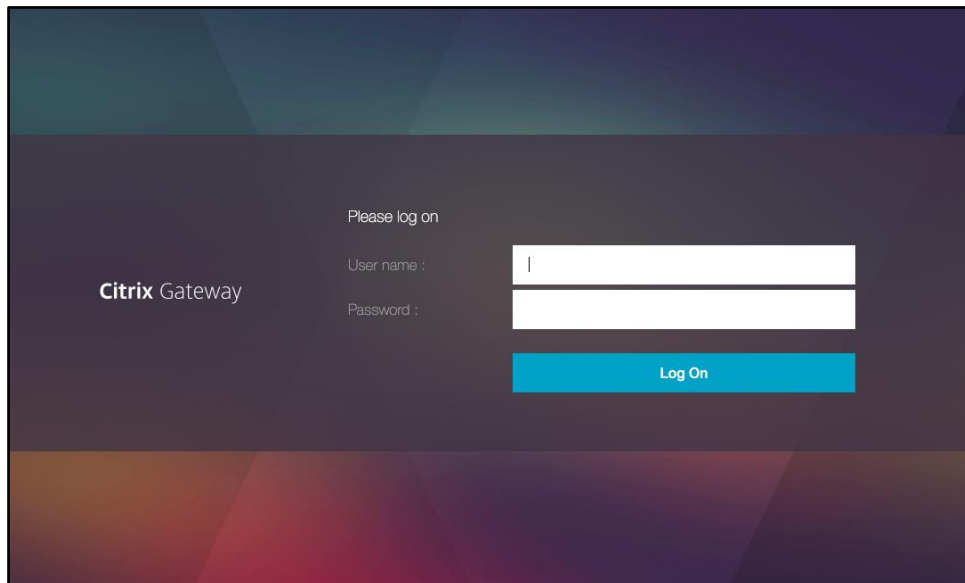


Figure 6. Citrix Workspace

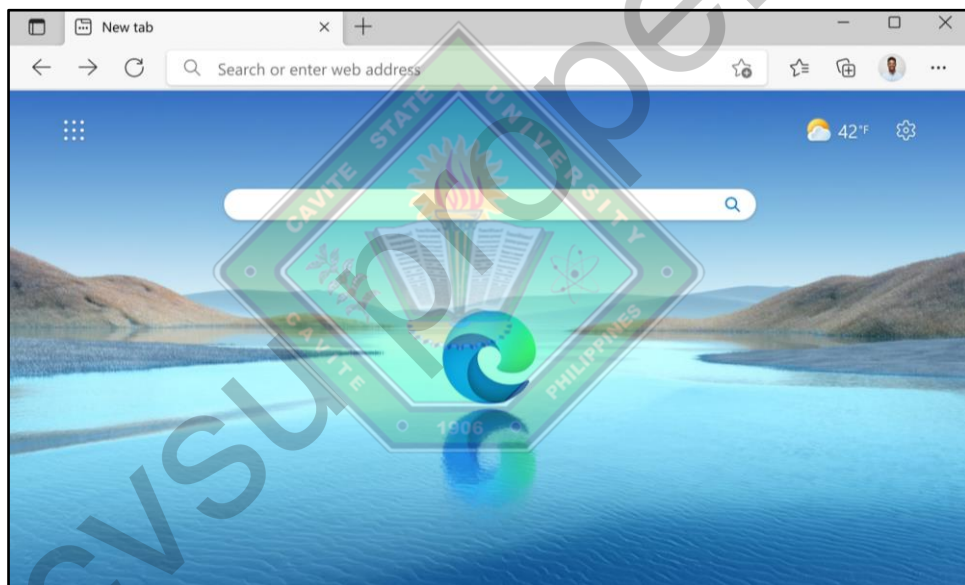


Figure 7. Microsoft Edge

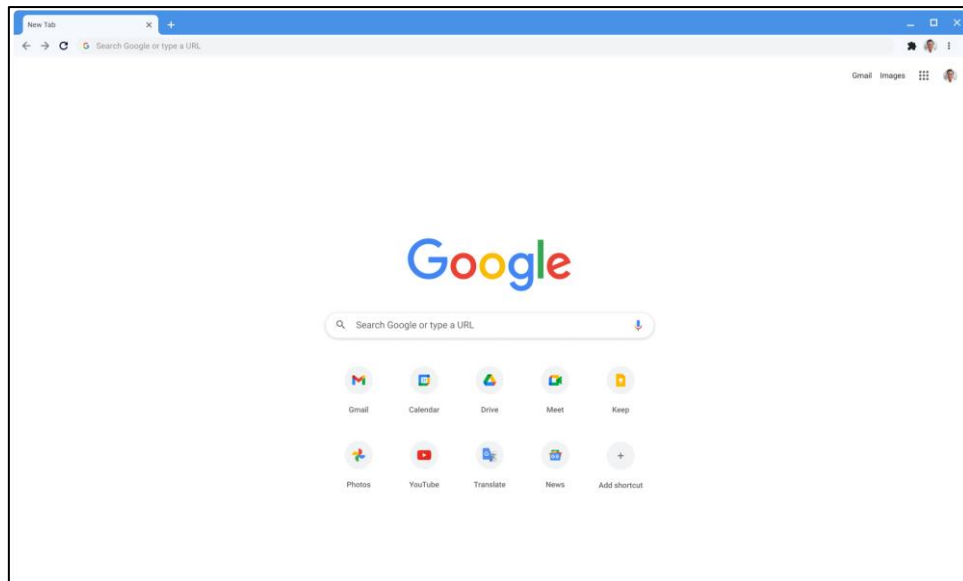


Figure 8. Google Chrome

Gmail (Fig. 9) is used for sending and receiving emails, block spam, create an address book, and perform other basic email tasks, Slack (Fig. 10) and BlueJeans by Verizon (Fig. 11) are the platforms used in the working area for easier in-person and remote team communication.

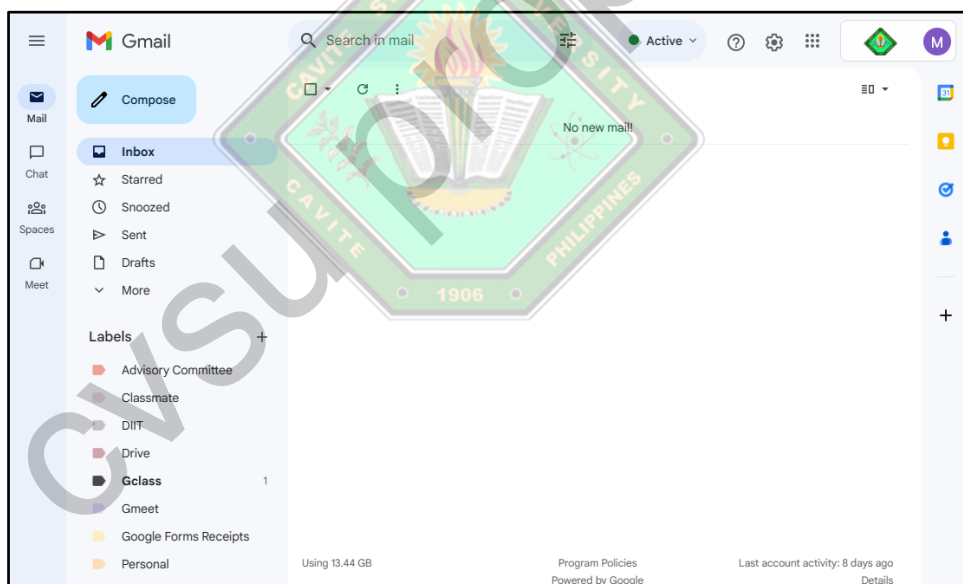


Figure 9. Gmail

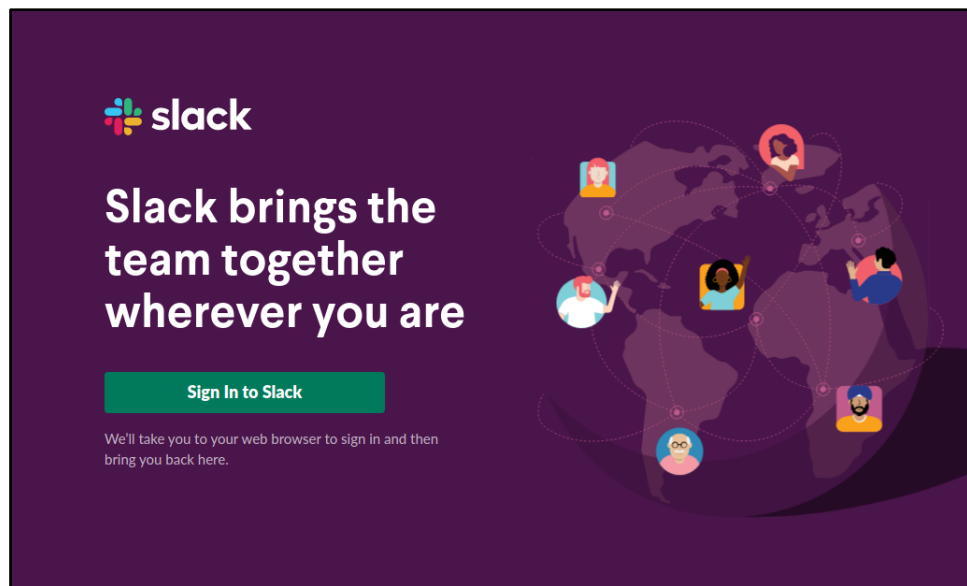


Figure 10. Slack

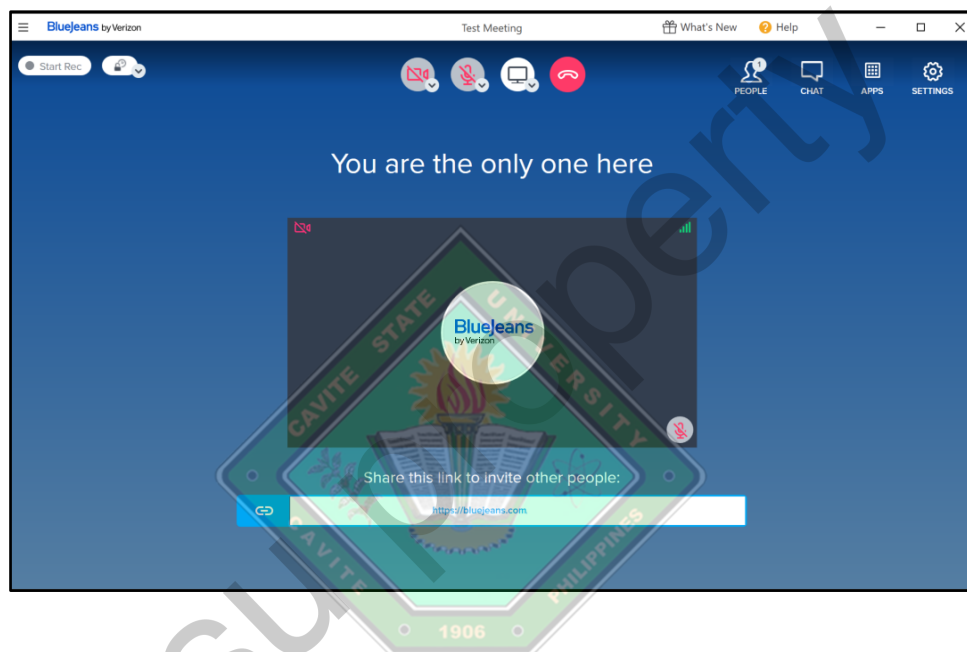


Figure 11. BlueJeans by Verizon

Google sheets (Fig.12) and Google docs (Fig. 13) is used for creating, updating and modifying spreadsheets and text documents for share the data online in real time.



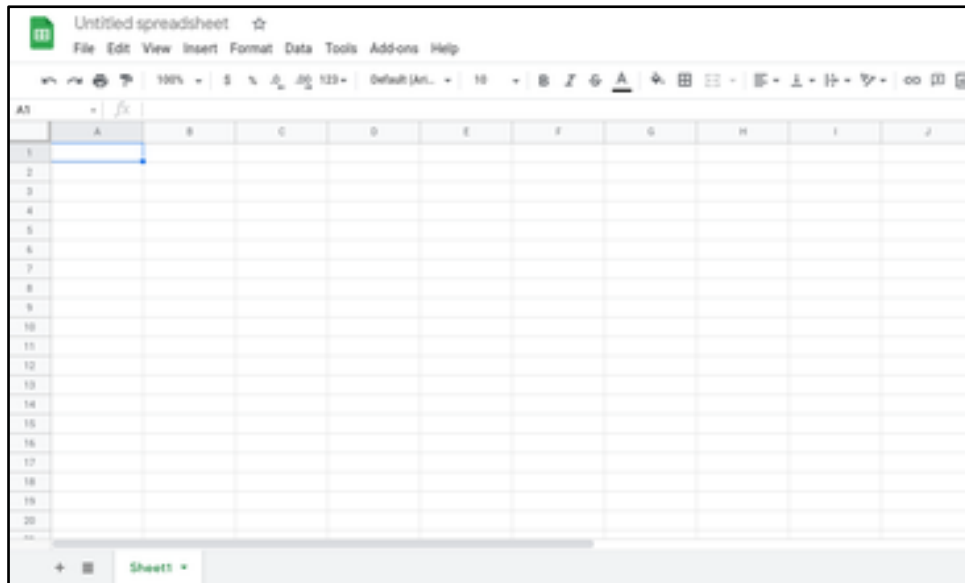


Figure 12. Google Sheets

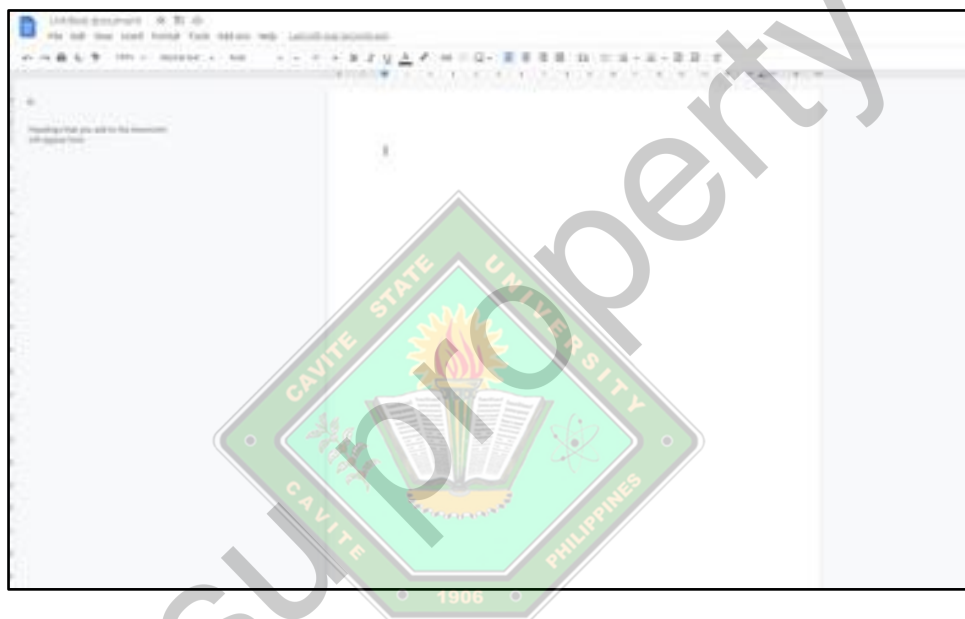


Figure 13. Google Docs

### Tools and Equipment

In the workplace, the trainee used the tools such as a computer, keyboard, headset, and access to the internet to perform her job function.

**Computer.** A computer (Fig. 14) is a device used by the trainee to open professional applications to receive tasks and send an output after finishing the task.

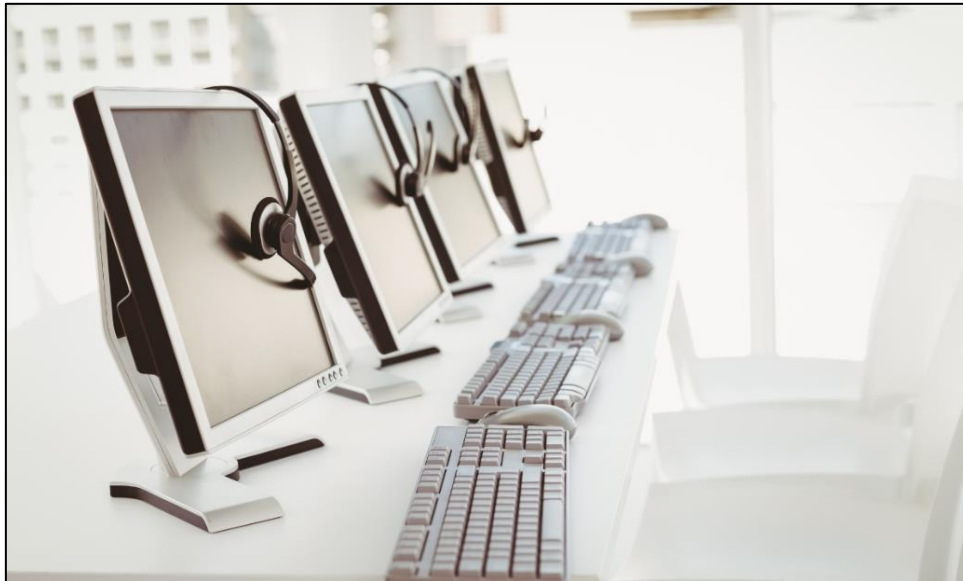


Figure 14. Personal Computer

**Headphone.** A headphone (Fig. 15) is used for communication purposes, allowing individuals to participate in phone calls, video conferences.



Figure 15. Headphone

## THE TRAINING EXPERIENCE

### Daily Journal

*April 3, 2023*

*Day 1*

Today begins my on-the-job training in Sykes Asia, Inc. We introduced ourselves, as well as the Trainer, and set ground rules. I spent the whole day listening to the orientation. It tackled everything I needed to know regarding the company. They're strict with clothes, phone usage, and other stuff that would compromise the security and privacy of the company. They explained this because we'll be handling international clients. I hope this company will help me mold my ability as a student and choose a career path.

*April 4, 2023*

*Day 2*

There were two parts of training; the first two weeks were product training, then the following four weeks were nesting. I'll proceed to the team assignment if I pass the assessment. Mentioning some technical terms outside the office is prohibited. We're not allowed to disclose information to protect the client's privacy. It's just the second day, but I can feel that the hardest part of this training is the transportation. I leave the house at least 3 hours before my shift to ensure I won't be late. Every day is a struggle.

*April 5, 2023*

*Day 3*

Business as usual. Despite the nationwide non-working holidays, I am committed to attending to my duty. I am busy updating my task/tracker to ensure I've endorsed all the necessary tasks that need attention while I'm gone. The next few days are an opportunity for me to have a break. It was also the time to comply with the requirements I needed to pass.

*April 10, 2023*  
*Day 4*

I just came from a long weekend, still feeling groggy and pulling my feet to work. I received a message I needed to back up my boss with some tasks. There were nearly 200 emails, more or less. I attended two meetings on her behalf and left some engagements for tomorrow. I was so sleepy and had not in the mood to work.

*April 11, 2023*  
*Day 5*

Yesterday, I was backing up my supervisor. Today, I will back up my colleague with his workload. He took sick leave, and now, I'm handling some of her tasks along with mine. I am still adjusting my body clock. I'm having a hard time staying awake. Felt like my body won't make it til Friday.

*April 12, 2023*  
*Day 6*

I came early to work because I had to run some errands. While waiting for my shift, I stayed in the sleeping quarters and got a quick nap. I have regained my energy and am ready to be productive again. I've updated all the tasks, answered my emails, and completed the chore for tomorrow. My manager reached out to me regarding some issues. He asked me what happened to the order and helped to resolve the issue.

*April 13, 2023*  
*Day 7*

It was a routine. I am doing the same process every day. When I got the logic and grasped the line of work, each task was getting easy. There were times I had to go out of the production floor because I got nothing to do. It is an advantage for me. I get to accomplish my responsibility on time.

*April 14, 2023*  
*Day 8*

My boss filed a vacation leave. I will to takeover some of her responsibilities which includes the supervisor huddle. It was a meeting attended by supervisors of every team in the production wherein dispatches, pledges, pull-ins and completions

were reported to the management. I had to attend the meeting twice, at the beginning of the shift and end of the shift. It was an additional task for me. At first, I was quite nervous but along the way, I got used to it.

*April 17, 2023*  
*Day 9*

I focused on answering emails from last week's backlog. It was more on the customer's query on the latest status of the order. Some were escalations and quite manageable. It was a Monday mood, which tons of unexpected workloads. I worked on fresh orders coming in while updating my current bucket.

*April 18, 2023*  
*Day 10*

The customer-facing team was escalating a completed order which means I have no longer control. They were requesting an LOA (Lease of Access) document, which I provided immediately when I received the email. I reached out for assistance from my supervisor, and she handled the situation.

*April 19, 2023*  
*Day 11*

Together with my team, we had our refresher training regarding diversity. It was a technical term wherein the customer requested a backup installation of ethernet. The process requires a manual validation of two switches and routers that should be in different locations. When switch/router A is down, switch/router B will automatically power up.

*April 20, 2023*  
*Day 12*

My supervisor was usually working from home, and the rest of the team was reporting on-site. She was only obligated to work on-site once a week. Today, she went on-site, and the team was complete. We had our team huddle, some reminders of our daily tasks then took our lunch out. Which favor to us, means fewer work hours.

*April 21, 2023*  
*Day 13*

I had the opportunity to have a conversation with the Director, Ms. Paca. She was walking around and had an SBS (side by side) with me while working. At first, she looked for my supervisor and then sat beside me. She observed how I did my tasks and ask some questions. It was a shotgun interview about the workplace. Everybody who saw the SBS thought I was getting a promotion. She asked for recommendations and suggestions on how to improve the whole system from the point of view of an associate. I was just a lowkey employee back then, and now they pertain me as 'the one-who-got-SBS-with-the-director.'

*April 24, 2023*  
*Day 14*

My supervisor was on vacation leave. As the POC (point-of-contact) of the team, I backed her up with some of her tasks. I attended the early shift supervisor huddle, as well as the end-of-shift huddle. We welcomed the new member of the team, another set of hands to help us with our workload. I also worked on a highly escalated order wherein I reached out for onshore production support for a resolution.

*April 25, 2023*  
*Day 15*

I attended the sup huddle again today and addressed some escalations. Most of the time, I was working on the order that I left yesterday with the help of the production support, Frank. I was processing it as repoint and scheduled on Thursday for loop delivery. However, Frank reviewed the ASR, and come up with the idea to process the diversity as In/Out.

*April 26, 2023*  
*Day 16*

The company transitioned from Sykes to Foundever. They organized a small event every end of the month for the employees. This was the 2nd event now, some tokens were given to promote the new name, Foundever. We were informed some changes will happen, and part of it is more strict security.

*April 27, 2023*  
*Day 17*

At the first hour of the shift, I answered emails and checked some of my pending tasks, then attended three meetings. The first meeting was mostly about the IDE change process for the new hires, followed by the Provisioning huddle tackled Retail and Wholesale service orders, and lastly, the longest, we had our Team huddle discussed the upcoming team building.

*April 28, 2023*  
*Day 18*

We received an Internal Advert for QA Intern. I'm not interested because I'm aiming for an SME position. Eventually, after many hours of analyzing the situation, I gave it a try and submit my application letter and resume. This is an opportunity for me to upskill. Submission was from Tuesday and Thursday, they extended until Friday. Only the shortlisted will be interviewed. If I won't receive an invite, you know what it means, at least I gave it a shot, no regrets.

*May 1, 2023*  
*Day 19*

At the first hour of the shift, we thought our boss was on leave. She was just a little late and told me to attend the morning huddle. It was just a quick meeting for the month's completion. Afterwards, I addressed my pending tasks and updated my bucket.

I didn't expect I'll get an invitation for interview. It's scheduled on Wednesday. I'm quite nervous and excited. I haven't told anyone. I know, it's just an interview, and no certainty for the position, but it will dictate if I will get the promotion or not.

*May 2, 2023*  
*Day 20*

It was a normal day where I did my tasks. We had a touchbase for Type 2/4 provisioning around midshift. TQ discussed the process for Comcast carrier where we have to issue an lit deletion if the order reach the threshold. As the day went on, I've encountered an escalation and sought assistance from my manager on how to address



the issue. He told me to open a command center ticket and we'll know the resolution by tomorrow.

*May 3, 2023*  
*Day 21*

My interview happened today. I knew I was ready but when it comes to speaking and interviews, I sucked. It felt like I messed it up and missed the opportunity. I may think I have the skills to do the job but when it comes to communication, I knew what I'm lacking. Anyways, we celebrated our manager's birthday. The lunch out somehow diverted my attention and forgot my humiliation.

*May 4, 2023*  
*Day 22*

I don't have much to do, finished most of it yesterday. Still, I kept myself busy with any task that would make my mind thinking. Somehow thankful for the Provisioning huddle, killed some of our time. The result came in today. I didn't get the promotion, and it's okay. I'm looking at the brighter side, the Team IDE still needs me.

*May 5, 2023*  
*Day 23*

I left the house 3 hours before shift still, I was late. And that, is something I cannot control. The hardest part is, I have nothing to do. My work is done yesterday. I spent the whole shift doing irrelevant stuff because we were not allowed to go out the production floor unless we were taking our lunch. I kept on browsing and took a tour on google maps. Other websites were prohibited to open due to security reasons.

*May 8, 2023*  
*Day 24*

Monday, supposedly, is the busiest day of the week. But my supervisor and manager are both working from home. This meant freedom for us. I mostly worked on emails, nothing much on tasks and escalations. Good thing, I'm not really in good shape to do heavy-duty workloads.



*May 9, 2023*  
*Day 25*

I somehow managed to memorized or mastered the business process and the tasks were getting easier for me. I already made a routine for every workload. I've been doing the same tasks everyday, still, I kept on my mind that I learn and give room for improvement no matter how I got used to the environment.

*May 10, 2023*  
*Day 26*

I just mentioned yesterday I was getting used to the business process and guess what, I made a mistake earlier. The order was accidentally disconnected and the sales team requested to reinstate the same circuit. I thought it was just a clean new install order and when the order was loop delivered and line tested, the BNE found out that the NNI was mismatched. I got scared because the circuit design was wrong. Luckily, it was not escalated yet and my boss was on leave today. I calmed myself and think of a resolution. I reached out to Sir Ernest, a subject matter expert, and sought assistance. While waiting for his response, I opened a ticket to add the designated NNI. He said he'll handle the SNM tomorrow so I validated the path and submitted the ASR repoint.

*May 11, 2023*  
*Day 27*

It was a stressful shift but managed to accomplish all the tasks anyway. The issue I was working on, I thought will lead to another escalation. While I was hustling to resolve the issue, I felt like a newbie. This isn't me. This is not how I work. To explain it all, the error I made, caused a problem. The situation humbled me. Regardless of how long I've been doing this job, there's still a chance to make a mistake. I guess, it's okay? As long as I know how I resolve it.

*May 12, 2023*  
*Day 28*

I spent 80% of the shift having chitchat and 20% working. Since it was Friday, most of the people were barely working. After checking my emails and completing my

minimal tasks, we had our meeting. The main agenda is team building. We settled the contribution, tasking, and food preparation. Everybody excitedly pledged their share just to make it happen despite the tight budget.

*May 15, 2023*  
*Day 29*

It's Monday again and I did not get enough sleep. My body felt so tired which leads to an unproductive day. I was in a meeting for about two hours. I thought multitasking would finish my tasks immediately. I was answering emails while the huddle is ongoing. Other workloads were left for tomorrow's shift.

*May 16, 2023*  
*Day 30*

Today's schedule was hectic and somehow stressful. I took my breaks at the station so I could focus on completing the task. Most of my workload has an issue. I reached out to SME for support. He helped me resolving the issues and I asked for advice and workarounds that I am not familiar with. Thankfully, we support for this kind of situations.

*May 17, 2023*  
*Day 31*

I prepared myself for tomorrow. I finished all my task for the rest of the week because I know, my supervisor will take her vacation leave. This is the chance I could get some break for the escalations. I took my break in the station so I could focus on my tasks. Diversity issues were getting out of hand. We were being audited because of the mistake I made. I knew now and I'll try to be critical.

*May 18, 2023*  
*Day 32*

I spent, together with the team, half of the shift planning our team building. We didn't realize it was already 3:00 in the morning. We took our lunch 'til 4:00 and the rest hours left for work. I mostly answered my emails and some daily tasks and went home.

*May 19, 2023*  
*Day 33*

After I attended the morning huddle, we prepared our representative for the event. Flores de Mayo was held today and our candidate was dressed up as Reyna Elena. I thought it was a simple event, surprisingly, it was also an awarding for Q1 top runners. Our candidate didn't win the grand prize but, the good news is, I was awarded as the Q1 top runner along with the other top notchers in our department. It was so unexpected, I was eating an ice cream when my name was called. That award was a validation of my effort and hard work, it was fulfilling and I'm grateful.

*May 22, 2023*  
*Day 34*

I tried my best to stay awake. Still hung up from yesterday's team building but we have no choice but to work today. I've attended the morning huddle, answered the escalated emails, processed some orders, and assist the team with their queries. With all those tasks, I managed to take a nap and get some rest.

*May 23, 2023*  
*Day 35*

One of my colleague was on leave today. I was assigned to be his backup. Unfortunately, he didn't endorsed his bucket/order so I only worked on his emails that I needed to address. Along with his crits/tasks. Some were escalated, some were manageable. I happened to update tasks too. It was a productive day.

*May 24, 2023*  
*Day 36*

As usual, I updated my tasks as part of my every day job. I answered some emails, as well. From time to time, I went out of the production floor to take a break. Around midshift, my supervisor held a huddle discussing the change requests/order, straight disconnect, and sfp cards. The meeting went long focusing on 100baseFX handoff. Mainly, this handoff is a multimode fiber, since VZT no longer cater 100baseFX MMF, we have to set the SFP cards as SMF all the way. This has been the process for a very long time as the production support/onshore implemented. Just

now, my supervisor was trying to change the process by ordering MMF for customer side and SMF for LEC side. Tenured provs talked it out but end up following our boss to end the discussion.

*May 25, 2023*  
*Day 37*

My ears got hurt for almost 3 hours call. Change orders/requests of each provisioner were read-out by our supervisor. There were 9 of us being interrogated. All the change orders of the team was pulled up to check the status and if we were really doing our job on updating those tasks/orders. Some were criticized and scolded for being irresponsible, and some were easily passed by. Even though I was not yet on the hot seat, we were allowed to drop the call. I knew my work was on track so there's nothing to worry about.

*May 26, 2023*  
*Day 38*

We had a team huddle and it was the 3rd time in the week. I found it boring because the huddle usually happened once a week. After the meeting, I have a schedule for a read-out the change requests I was handling. Then, my supervisor pinged me she has a meeting to attend to and our read out is canceled. I gave her the status update of the change requests via slack to assure her my tasks were done.

*May 29, 2023*  
*Day 39*

I have nothing much to do today. I kept myself busy to prevent myself from going out of the production floor. I stayed on the station by updating my tasks and answering emails. Normally, we process fresh orders. Fresh orders were the unprocessed orders, whereas nothing much coming up.

*May 30, 2023*  
*Day 40*

Unexpectedly, supervisor was onsite. She usually go to office every Wednesdays or Thursdays. I thought we'll have a huddle like we usually do. It turned out, she went each of us and escalated the change requests in our bucket and push

its completion. Since it's the end of month, the management is expecting to close more orders to reach the quota.

*May 31, 2023*  
*Day 41*

I completed all my tasks for about an hour and a half. Then, I took a quick break and get a snack because I'm famished. When I got back few minutes later, my supervisor informed us through slack for a huddle. Just like yesterday, we had a readout with our bucket. We discussed today the backlogs, luckily I have none. Backlogs were orders that missed the customer requested due date (crdd/cdd). If an order is completed with a missed crdd, Verizon will be fined for not reaching the customer satisfaction.

*June 1, 2023*  
*Day 42*

I spent the first hour of my shift updating my bucket. I checked one-on-one if there were issues I need to address immensely. So far, there's no escalations arising. I endorsed to the BNE OT the change orders that needs an hot cut schedule. I also created ticket to ensure on time delivery of FOCs and endorsed to PDM. Afterwards, I validated the status of my dispatches. The hot cut schedule was until 9pm, more likely to be completed by next day. While the other was rescheduled by tomorrow because the customer premise is not ready.

*June 2, 2023*  
*Day 43*

We had a small talk with our manager. He asked us how was the team going. He also checked if our training is still in progress. We answered, everything is good so far. He mentioned, there were two associate in our team that was on audit report, and those two were newbies. Then, he suggest to rearrange our sitting sit plan, tenured employee should be sitting next to a newbie. I was tasked to do the rearrangement. With this setting, newbies can easily raise their inquiry and resolve issues conveniently.

*June 6, 2023*  
*Day 45*

I'm handling four types of orders so I need to be keen on each process. Those were IDE, legacy wholesale, legacy retail, and FNE. I begin doing my tasks exactly as my shift started. It has been my routine since then. I ensure every email was checked, read, and replied to, or else it would cause an escalation.

In the middle of the shift, our trainer sent an invitation for the fifth product type we need to learn. It's the Type 1 orders or commonly known as on-net orders. Further information will be discussed in the next following days.

*June 7, 2023*  
*Day 46*

My colleague took an unscheduled leave today. Since I'm his backup, I worked on his crits/tasks. I also answered the emails addressed to him. The training was also postponed, as the trainer was on sick leave. I spent the rest of the time updating my bucket, specifically, the legacy retail orders. These are the orders with a diversity process and mostly require a hot-cut schedule.

*June 8, 2023*  
*Day 47*

It was a long day. My boss was on site and she reached out to every one of us asking how were we doing. It was thoughtful of her. Then, I worked on my tasks, as everyone else. Without realizing it, it's already the second half of the shift. My supervisor invited us for lunch and spent the rest of the hour having a good laugh.

*June 9, 2023*  
*Day 48*

It was Friday and my supervisor was on leave, so I had to attend the completion huddle. I updated the file and asked the team for completion pull ins and pledges. Around middle of the shift, the SME asked us to join the Bluejeans for a provisioning huddle. Manual input of Firm Order Confirmation (FOC) was discussed. It was a quick refresher exercise for the provisioners and the meeting ended. There were project orders came in and by end of the shift, I scrubbed those orders to

checked if my team worked on their share of tasks. Then, I pledged the completed orders to the system.

*June 12, 2023*  
*Day 49*

It was my last day as a trainee. We were still coming to work regardless of Independence day. Our holidays were aligned with the US Federal holidays. And as usual, I was working on my daily tasks. Workloads were minimal. It was up to me if I'll have it done today or leave it for Monday. The great news is, I'll continue working with the team. It was kind of fulfilling, really. In a few days, I'll be having my diploma and now, I have a job.

### Tasks Performed

The trainee was given a task to perform the following:

**Attending huddle.** The trainee is expected to attend the huddle (Fig. 16) held each morning, where the team gathers to discuss the events of the previous day and plan for the day ahead.

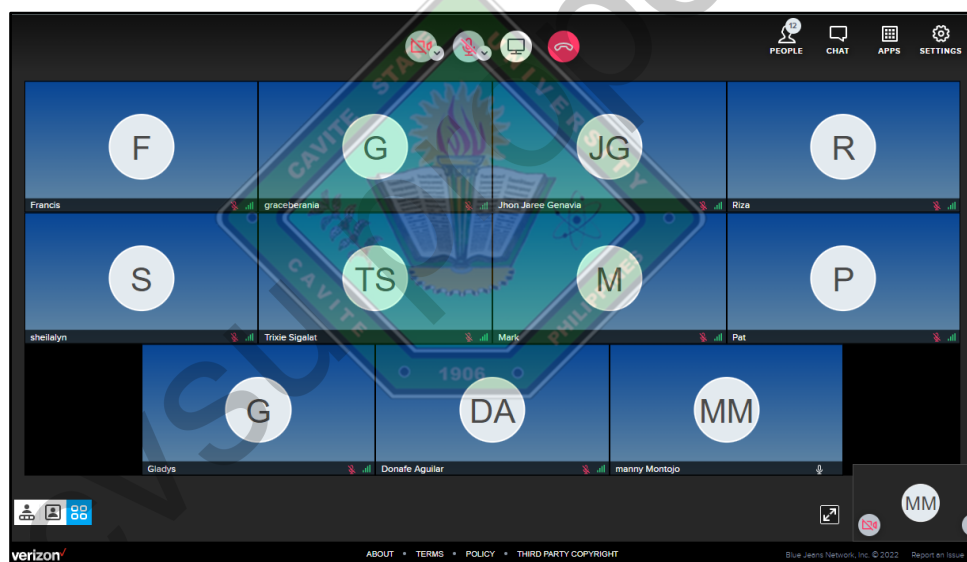


Figure 16. Screenshot of attending huddle





**Generating network orders.** The trainee encoded a data (Fig. 18) in a network. It is used to ensure that data is transmitted in a consistent format across different types of networks.

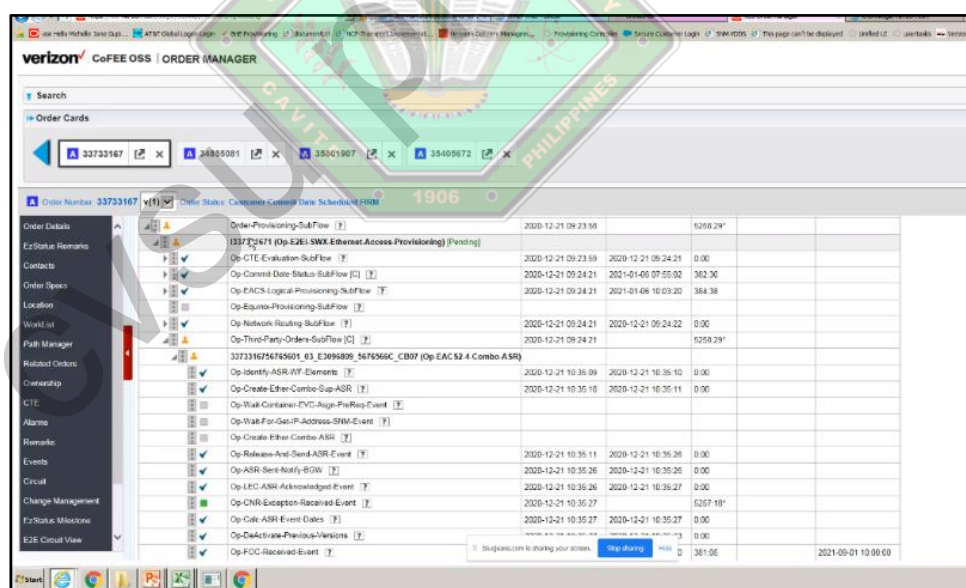


Figure 18. Screenshot of generating network orders



**Issuing Access Service Request (ASR).** The trainee transmitted an the industry standard forms used for ordering Access Services (Fig.19). The ASR may be used to order trunking and facilities between Local Exchange Carriers (LEC).





**ASR Details**

PHONE: 0378819374375301 VERP: 1

ORDER INFORMATION

RELATED ORDER NUMBER	ORDER NO	ORDER DATE	ORDER TIME	ORDER TYPE	ORDER STATUS	ORDER NO	ORDER DATE	ORDER TIME	ORDER TYPE	ORDER STATUS
PO SERVICE INSTANCE NO	03251450	ASR NUMBER	03251450	ASR NUMBER	03251450	ASR NUMBER	03251450	ASR NUMBER	03251450	ASR NUMBER

ORDER INFORMATION

ORDER NO	03251450	ORDER DATE	03251450	ORDER TIME	03251450	ORDER TYPE	03251450	ORDER STATUS	03251450
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ASR INFORMATION

ASR NUMBER	03251450	ASR DATE	03251450	ASR TIME	03251450	ASR STATUS	03251450	ASR NUMBER	03251450	ASR DATE	03251450	ASR TIME	03251450	ASR STATUS	03251450
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ORDER INFORMATION

ORDER NO	03251450	ORDER DATE	03251450	ORDER TIME	03251450	ORDER TYPE	03251450	ORDER STATUS	03251450
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LLC INFORMATION

POC NAME	03251450	POC PHONE	03251450	POC FAX	03251450	POC EMAIL	03251450	POC ADDRESS	03251450
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REPORTS

REPORT NAME	03251450	REPORT DATE	03251450	REPORT TIME	03251450	REPORT STATUS	03251450
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REPORT INFORMATION

REPORT NAME	03251450	REPORT DATE	03251450	REPORT TIME	03251450	REPORT STATUS	03251450
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Figure 19. Screenshot of issuing Access Service Request (ASR)

**Monitoring the order for milestone completion.** The trainee validates the field values in ASR, communicate the Firm Order Confirmation (FOC) with the customer, pull-in drive to telco and monitor the loop delivery (Fig. 20).

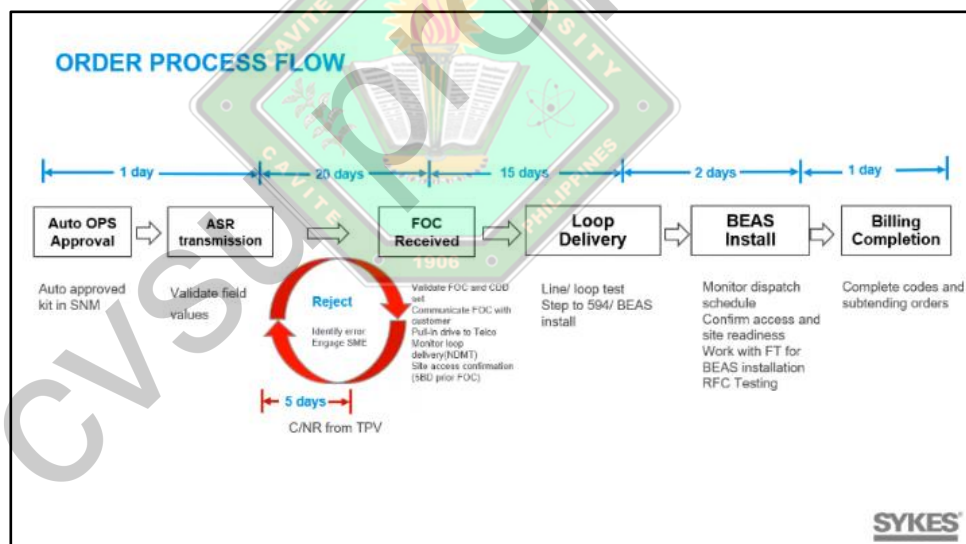


Figure 20. Monitoring the order for milestone completion

**Order Entry.** The trainee was recording customer information (Fig. 21) in order to process orders. Completing fields such as name, address, demarc, handoff, local contact, and service delivery.

Figure 21. Screenshot of order entry

### Observed Strengths and Weaknesses of the Training Area

In this On-the-job Training, the trainee observed being physically present in the office allows easier and more immediate collaboration and communication with colleagues. Having a physical workspace at the office helps maintain a work routine and minimizes distractions. The direct presence of colleagues and superiors facilitate knowledge sharing, skill acquisition, and professional growth. Being physically present in the office allows the trainee to immerse herself in the company's culture, values, and work environment.

On the other hand, the trainee also observed the weaknesses of the training area. Assistance is not always available. The physical distance between remote SME and onsite trainee create communication gaps, delays in information sharing, and difficulties in fostering a cohesive team dynamic.

## Insights

### ***Challenges or difficulties before, during, or after the training***

The challenges experienced by the trainee in training are sometimes the transport system. The location of the company from Carmona was 31 kilometers away. The trainee left at home three hours before the shift to click in on time. Also, the trainee has experienced a problem reaching out for support. Subject Matter Experts (SME) were working from home and sometimes not responding. Assistance were delayed due to communication. Further, some materials and handouts during training were not available. Trainees were not allowed to take pictures or have a pen and paper to secure the client's privacy. All the trainings and information discussed will be remembered through experience or short term memory.

### ***Suggestion/s for self-improvement***

From the trainee's perspective, suggestion/s for improvement are always welcome. The trainee must always be mindful of the line of business and don't hesitate to ask the supervisor for assistance if an issue occurs. Improve the communication skills with others, especially with the supervisor and other trainees in the company. Also, always apply the training in the actual assigned task and be always confident in the On-the-job Training.

### ***Suggestion/s to solve the problems encountered by the trainee***

The trainee should always work hard on the task and listen carefully to the instruction of the supervisor. Always update the tasks on time and ask for help if needed. Further, be humble in all situations andd enjoy the process of learning in the On-the-job Training.

## SUMMARY

In compliance with the requirement of the University and On-the-job Center, the trainee completed the Recommendation Letter (Appendix 1), Memorandum of Agreement (Appendix 2), Apprentice Ledger (Appendix 3), Student's Waiver (Appendix 5), Evaluation Form (Appendix 7), Daily Time Record (Appendix 8), and Training Plan (Appendix 9). Sykes Asia, Inc provided the On-the-job Training for the Trainee. In this On-the-job Training Center, the trainee's task is order entry, generating network orders, issuing Access Service Request (ASR), and monitoring the order for milestone completion. The training time of the trainee is from Monday to Friday from 9 pm to 6 am. Based on the Memorandum of Agreement of the University and OJT Center, the trainee will start on April 3, 2023, and end on June 30, 2023.

During this time, the trainee molds her knowledge-specific job skills needed in the On-the-job Training Center to complete her rendering hours in the OJT. The role of the trainee is to do the circuit designing, perform order verification and provisioning design responsibilities for Wholesale and Retail customer service orders. In this training, the trainee gains knowledge about the assigned task to mold and develop her skills.

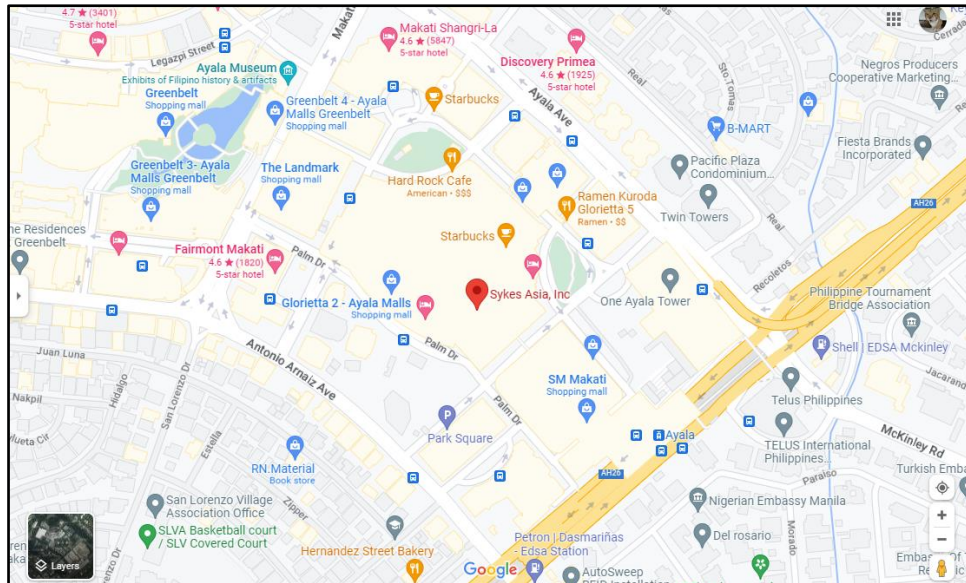
The trainee's work at the training is an intense and essential work experience that will be helpful in her future purposes in work. The obtained evaluation of the trainee is a 90 passing mark. The communication and confidence of the trainee with the other people are improved. Also, there are many lessons that the trainee learned in this On-the-job Training like teamwork is a must in the institution, and sometimes she needs to be independent to work on the assigned task.

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## APPENDIX FIGURES



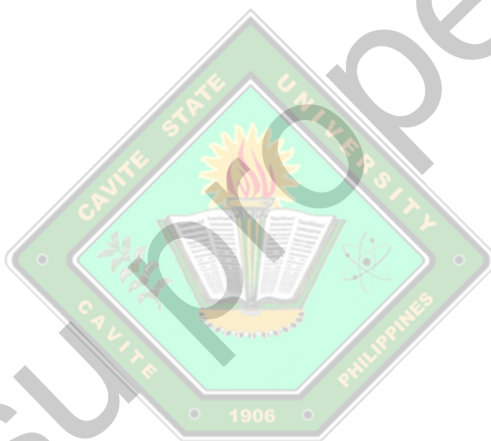
Appendix Figure 1. Location of Sykes Asia, Inc



Appendix Figure 2. Facade of Sykes Asia, Inc




Appedix Figure 3. Training Area of Sykes Asia, Inc



## APPENDICES

### Appendix 1

#### Recommendation Letter

<b>CvSU Vision</b> <i>The premier University in historic Cavite recognized for excellence in the development of globally competitive and morally upright individuals.</i>	 <b>Republic of the Philippines</b> <b>CAVITE STATE UNIVERSITY</b> <b>Carmona Campus</b> <b>Market Road, Carmona, Cavite</b> (046) 487-6328 / <a href="mailto:cvsu.carmonacampus@gmail.com">cvsu.carmonacampus@gmail.com</a>	<b>CvSU Mission</b> <i>Cavite State University shall provide excellent, equitable and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities.</i> <i>It shall produce professional, skilled and morally upright individuals for global competitiveness.</i>
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March 16, 2023

**MS. GLADIOLIE M. SILVERIO**  
Supervisor, Provisioning  
Sykes Asia, Inc.  
9th Floor, Glorietta 1 BPO Office Tower Ayala Center, Makati City

Dear Maam:

Good day!


In accordance with the University's Mission to provide excellent, equitable and relevant educational opportunities to its students through quality instruction and responsive exploration and developmental activities, the students of Bachelor of Science in Information Technology program of this University are going to have their practicum. The objectives of this course are to let the students experience the actual working environment and apply their knowledge into practice.

As a well-established firm, we believe that your institution can provide the necessary training/s relevant to the development of skills of our students. In this regard, we would like to request your office to accommodate our student, **Monica Joyce Ann A. Mullet** to undergo a total of **486 hours** of On-the-Job Training in the Department of Information and Industrial Technology of your establishment or other offices relevant to the program of our student on a **face-to-face setup**.

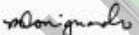
We are hoping for your positive response regarding this matter. Our University is looking forward to a continuous and harmonious relationship with your company.


Thank you and God Bless!

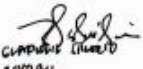
Respectfully yours,

  
**ALONEL A. HUGO**  
OJT Adviser

Endorsed:

  
**MICHAEL G. CONSIGNADO, Ph.D.**  
OJT Coordinator

  
**REGENE G. HERNANDEZ, Ph.D.**  
Chair, DIIT

  
Chapter Chair



## Appendix 2

### Memorandum of Agreement

#### MEMORANDUM OF AGREEMENT

This Agreement made and entered into by and between:

**CAVITE STATE UNIVERSITY-CARMONA**, a state educational institution chartered under Republic Act. No. 8468, with campus located at Market Road Carmona, Cavite, represented herein by its campus administrator, **DR. CRISTINA M. SIGNO**, and herein referred to as the **CvSU**;

- and -

**SYKES ASIA INC.**, a company/firm duly organized and existing under Philippine laws, with principal office located at 9th Floor, Glorietta 1 BPO Office Tower Ayala Center, Makati City, represented herein by its President, **GLADIOLIE M. SILVERIO**, herein after referred to as the **Company**.

#### WITNESSETH

**WHEREAS**, the commitment of the University is to provide quality education to its students so that they will become highly capable and productive individuals in the fields of science, information communication technology, engineering, and mathematics;

**WHEREAS**, one effective way to realize the commitment is to require the students to undertake worthwhile learning experiences outside of classroom situations which will reinforce the development of their technical and managerial skills;

**WHEREAS**, in the pursuance of its responsibility, the University through the Carmona Campus has included Practicum as one of the course requirements which will be conducted at **SYKES ASIA INC.**

**NOW THEREFORE**, for and in consideration of the foregoing premises, the parties hereby agree and stipulate the following:

1. The parties shall arrange for the internship of Bachelor of Science in Information Technology students for a total of 486 hours.
2. The inclusive training period will be from March 06, 2023 to June 30, 2023 or until the 486 hours is fulfilled.
3. CvSU, through its designated company/firm or any authorized representative, shall perform the following functions and/or responsibilities:
  - 3.1. Initiate the negotiation with the Company, undertake the initial selection and endorsement process, and request from the latter the internship activities of the student;

- 3.2. Coordinate with the Company regarding the student assignments;  
and
- 3.3. Monitor the progress of the student by conducting regular virtual visits to the student, and calls and/or emails to the Company.
4. The Company through its designated supervisor, on the other hand, shall assume the following obligations and/or responsibilities:
- 4.1. Undertake the final screening and acceptance of the student-trainee.
- 4.2. Conduct a comprehensive orientation for the student about the Company;
- 4.3. Help the trainee prepare his/her plan of activities and closely supervise him/her in undertaking these activities;
- 4.4. Provide student concerned access to the Company's records and documents it deemed necessary and vital to the internship program;  
and
- 4.5. Evaluate student performance using the following criteria:
- |                               |     |
|-------------------------------|-----|
| Quality of work               | 20% |
| Quantity of work              | 20% |
| Attitude towards work         | 20% |
| Attendance and punctuality    | 15% |
| Initiative and innovativeness | 15% |
| Human relations               | 10% |
5. CvSU shall provide the student-trainee accident insurance that will cover the entire internship period.
6. The Company shall not be liable to the trainee for any fortuitous event that may happen during the course of the training.
7. Both CvSU and the Company further agree to the following:
- 7.1. The student shall be personally responsible for any and all liabilities, including injury to his/herself or to property or persons attributable to his/her own fault or negligence while in the course of the training. In this light, the student shall hold the Company/CvSU free and harmless from any demand, claim or complaint, whatsoever arising from this training agreement, except in cases of gross negligence, malicious acts and criminal acts by any of the officers, employees or agents of the Company/CvSU;
- 7.2. CvSU and its student-trainee shall not, at any time without the prior consent of the Company, directly or indirectly disclose or permit the disclosure of confidential information to any person or other party;
- 7.3. In case a student-trainee is deployed or assigned to one of the Company's clients, such student-trainee shall not, at any time,

disclose or divulge to any person or third party any confidential information, trade secrets, or any proprietary data of the Company and its clients;

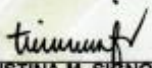
7.4. At the conclusion of this internship program, or upon demand by the Company, all confidential information including but not limited to, reports, manuals, records, documents, mockups, financial statements, ledgers, invoices, correspondence, proprietary data, and all other material and copies relating, in any way, to the Company and/or to the Company's clients, and any office equipment received shall be returned by the student-trainee to the Company; and

7.5. This confidentiality clause shall survive despite the termination of the internship program, and shall be governed by Philippine law.

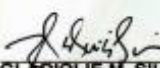
This **Agreement** takes effect immediately upon approval of the parties concerned and should continue to be in effect until amended/repealed by mutual written consent of the parties at least 15 working days prior to termination, provided that such termination is within the training period.

IN WITNESS WHEREOF, the parties here signed the Agreement this day of \_\_\_\_\_ in Carmona, Cavite.

CAVITE STATE UNIVERSITY

  
CRISTINA M. SIGNO, Ph.D.  
Campus Administrator, CvSU-Carmona

SYKES ASIA INC.

  
GLADIOLIE M. SILVERIO  
Supervisor, Provisioning

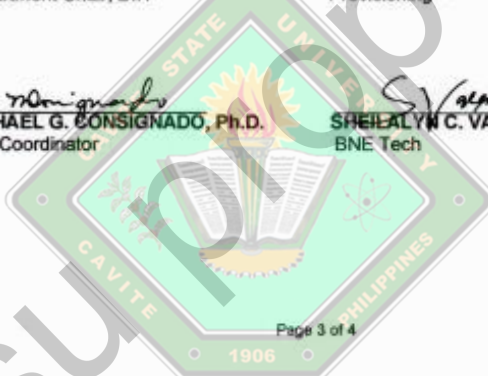
WITNESSES:

  
REGENE G. HERNANDEZ, Ph.D.  
Department Chair, DIIT

  
RIZA C. TALUB  
Provisioning

  
MICHAEL G. CONSIGNADO, Ph.D.  
OJT Coordinator

  
SHEILALYN C. VALENCIA  
BNE Tech



## ACKNOWLEDGEMENT

Republic of the Philippines  
 ( Carmona, Cavite ) S.S

BEFORE ME, a Notary Public, the following persons personally appeared on  
 this 29 MAR 2023 at Carmona, Cavite.

Name	Competent Evidence of Identity Number	Date/Place Issued
<u>CRISTINA M. SIGNO</u>	<u>2000-939</u>	<u>09/12/2022/ CvSU</u>
<u>GLADIOLIE M. SILVERIO</u>	<u>1045598</u>	<u>3/17/23 Makati</u>
	<u>055: 38-8413421-2</u>	

Known to me and to me known to be the same persons who executed the foregoing instrument and acknowledged to me that the same is their free and voluntary act and deed.

WITNESS MY HAND AND SEAL, on the date and place first above written.

Doc. No. 508  
 Page No. 105  
 Book No. 18  
 Series of 20 20

  
**ATTY. FREDERICK S. LAMARCA**  
 NOTARY PUBLIC Until December 31, 2024  
 P.T.R. No. 5745803 /01-03-2023/ Cavite  
 I.B.P. No. 236589/2023/09-14-2022/ Cavite  
 MCLE Compliance No. VII-0006755/09-17-2021  
 Roll of Attorney's No. 53706  
 No. 328 San Jose St., Carmona, Cavite





## Appendix 3

### Apprentice Ledger

#### APPRENTICE LEDGER

**Monica Joyce Ann A. Mullet**  
**BSIT 4A**

Sykes Asia, Inc.  
Glorietta 1 BPO Office Tower Ayala  
Center, Makati City



**Contact Details:**

Residence: B4 L13 Milagrosa Homes, Carmona, Cavite  
Office: Verizon – Metro Private Line  
Mobile No.: 09754889585  
E-Mail: Monicajoyceann.mullet@cvsu.edu.ph

**OJT Coordinator:**

Position:  
Phone no./E-Mail:

ALONEL A. HUGO  
OJT Coordinator  
alonel.hugo@cvsu.edu.ph

**Supervising Officer:**

Position/Department:  
Phone no./E-Mail:

GLADIOLIE M. SILVERIO  
Supervisor  
gladiolie.silverio@verizon.com

**Apprenticeship Training Period**

Date Started: April 3, 2023  
Reporting Days: Monday to Friday

Date Completed: June 30, 2023  
Day Off: Saturday and Sunday

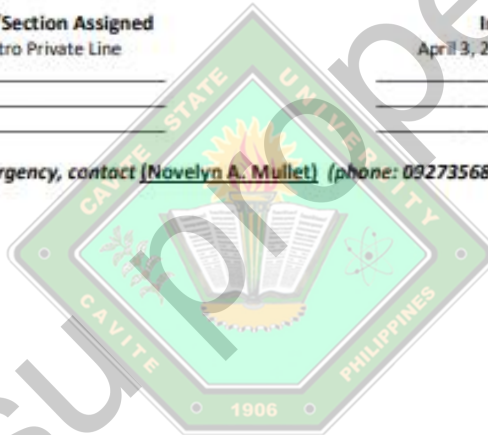
**Department/Section Assigned**

Verizon – Metro Private Line

**Inclusive Dates**

April 3, 2023 to June 30, 2023

*In case of emergency, contact (Novelyn A. Mullet) (phone: 09273568524)*



## Appendix 4

### Resume

Monica Joyce Ann A.  
Mullet

CUSTOMER SERVICE ASSOCIATE



#### PROFILE

Detail-oriented Customer Service Associate with one and a half years of experience as a Provisioner. Plans for oversees and completes installation and provisioning of network equipment.

#### EDUCATION

**Cavite State University - Carmona Campus**

Bachelor of Science in Information Technology  
2018/2021 - Undergraduate  
Carmona, Cavite

**Angelo Levardo Loyola Senior High School**

Technical Vocational and Livelihood Track, Information and Communication Technology Strand, Specialized in Animation  
2016/2018  
Carmona, Cavite

**Carmona National High School**

2012/2016  
Carmona, Cavite

#### TECHNICAL SKILLS

Hardware Troubleshooting  
Microsoft Office: Word, Excel, Powerpoint, Publisher  
Video Editing  
Infographics Design

#### CONTACT

+63 975 488 9585  
monicajoyceann@gmail.com  
www.linkedin.com/in/mulletmonica

#### WORK EXPERIENCE

**CSA, BACK OFFICE: PROVISIONING**

07/2021 - Present  
Sykes, Asia Inc.  
Ayala Center, Makati City 1226  
Philippines

Knowledge of line conversions, disconnections, and installations to offer transmission services to customers. Job duties include examining work orders, circuit design, equipment, and tools and performing data entry tasks to monitor the progress of orders.

**Technical Support (Immersion)**

11/2017 - 11/2017  
Pro Board Technology Services Inc  
Cabilang Baybay, Carmona, Cavite

80 hours of work experience in completion of requirements for graduation in Senior High School. Efficient in performing the department's quarter inventory, printer setup, and troubleshooting.

#### REFERENCES

Available upon request

## Appendix 5

### Student's Waiver



Republic of the Philippines  
**CAVITE STATE UNIVERSITY**  
Carmona Campus  
Market Road, Carmona, Cavite

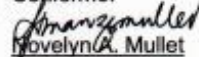
(046) 487-6328/ carmonacampus@cvsu.edu.ph

#### STUDENT'S WAIVER

This is to certify that I am allowing my daughter, to conduct On-the-Job Training for a minimum of 486 hours starting on March 20, 2023 until June 30, 2023 at Sykes Asia, Inc., in partial fulfillment of the requirements for the degree in Bachelor of Science in Information Technology.

It is understood that she should abide by the rules and regulations that may be imposed by her supervisor for her welfare and safety.

Conforme:

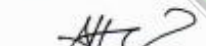
  
Novelyn A. Mullet

Name of Parent/ Guardian

B4 L13 MILAGROSA HOMES, CARMONA, CAVITE  
09273568524

Address and Phone number

Noted:

  
**ALONEL A. HUGO**  
OJT Adviser, BSIT

  
**REGENE G. HERNANDEZ, Ph.D.**  
Chair, DIIT

## Appendix 6

### Certificate of Completion



10<sup>th</sup> Floor, Glorietta 1 BPO Office Tower  
Ayala Center, Makati City 1226 Philippines  
Tel. +63 2 8817 8781  
Fax. +63 2 8849 9390  
[www.sykes.com](http://www.sykes.com)

June 14, 2023

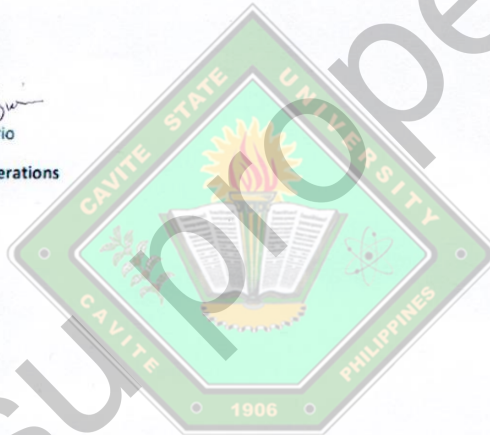
### CERTIFICATION

This is to certify that **Ms. Monica Joyce Ann A. Mullet** has successfully completed the 486-hours on the job training on Provisioning / Technical support with Sykes Asia, Inc.

This certification is issued upon the request of **Ms. Mullet** in compliance with her school requirements.

  
Gladielle M. Silverio

Team Leader, Operations





## Appendix 7

### Evaluation Form



Republic of the Philippines  
**CAVITE STATE UNIVERSITY**  
 Carmona Campus  
 Market Road, Carmona, Cavite  
 ☎ (046) 487-6328/carmonacampus@cvsu.edu.ph  
 www.cvsu.edu.ph

#### EVALUATION SHEET FOR PRACTICUM TRAINEES

Name of Student MONICA JOYCE ANN MULLER Name of Company SYKES ASIA, INC  
 Program/ Course BS INFORMATION TECHNOLOGY Company Address GLORIETTA 3 BPO OFFICE TOWER  
 Name of Evaluator GLADIONE M. SILVERIO AVILA CENTER, NAKAN CITY  
 Designation of Evaluator SUPERVISOR Telephone No. \_\_\_\_\_  
 Training Period APRIL 3 - JUNE 12, 2023

Nature of work performed by the trainee:

BACK OFFICE : PROVISIONING

##### A. Performance

- |                                                                                                    |             |
|----------------------------------------------------------------------------------------------------|-------------|
| 1. Knowledge of work (able to grasp as much as instructed)                                         | (5) 4 3 2 1 |
| 2. Quality of work (performs an assigned job as efficiently and diligent)                          | (5) 4 3 2 1 |
| 3. Quantity of work (can cope with the demand of additional unexpected workload in a short notice) | (5) 4 3 2 1 |
| 4. Punctuality (reports to work assignment on time)                                                | (5) 4 3 2 1 |
| 5. Attendance (follows assigned work schedule)                                                     | (5) 4 3 2 1 |

##### B. Personal traits

- |                                                                                                       |               |
|-------------------------------------------------------------------------------------------------------|---------------|
| 1. Physical appearance (well groomed and always wears appropriate attire)                             | (5) 4 3 2 1   |
| 2. Enthusiasm (Eager to learn and improve one's abilities)                                            | (5) 4 3 2 1   |
| 3. Courtesy (shows respect for authority at all times)                                                | (5) 4 3 2 1   |
| 4. Conduct (observes work rules and regulations)                                                      | (5) 4 3 2 1   |
| 5. Attitudes toward work (shows initiative and interest in work over the above what is assigned)      | (5) 4 3 2 1   |
| 6. Drive (highly motivated to pursue tasks given)                                                     | (5) 4 3 2 1   |
| 7. Mental maturity (effective and calm under pressure)                                                | (5) 4 3 2 1   |
| 8. Sociability (can work harmoniously with other employees)                                           | (5) 4 3 2 1   |
| 9. Reliability (can be trusted to be left alone to use or operate tools, office/industrial equipment) | (5) 4 3 2 1   |
| 10. Conscientious (careful in handling tools, equipment and machineries)                              | (5) 4 3 2 1   |
| 11. Innovation (has creativity in adapting new methods)                                               | (10) 8 6 4 2  |
| 12. Possession of other traits necessary for employment in this kind of work.                         | (15) 12 9 6 3 |

TOTAL NUMBER OF POINTS

90

( Passing Grade is 70 points or better. )

Comments/ Suggestions

\_\_\_\_\_

\_\_\_\_\_  
 Signature of Evaluator  
 Date 06/14/2023

\_\_\_\_\_  
 7/19/23

## Appendix 8

### Daily Time Record

#### DAILY TIME RECORD

Name: Monica Joyce Ann A. Mullet  
Duration: April 3, 2023 – June 12, 2023

Department: Verizon – Metro Private Line

Date	Shift	In	Out	Total Hours	Over Time
Mon 4/03	9:00PM – 6:00AM	7:42PM	7:02AM	8.03	2.00
Tue 4/04	9:00PM – 6:00AM	7:27PM	7:02AM	8.03	2.00
Wed 4/05	9:00PM – 6:00AM	7:29PM	7:03AM	8.05	2.00
Mon 4/10	9:00PM – 6:00AM	7:44PM	7:01AM	8.02	2.00
Tue 4/11	9:00PM – 6:00AM	7:18PM	7:04AM	8.07	2.00
Wed 4/12	9:00PM – 6:00AM	7:08PM	7:02AM	8.03	2.00
Thu 4/13	9:00PM – 6:00AM	7:22PM	7:02AM	8.03	2.00
Fri 4/14	9:00PM – 6:00AM	7:55PM	7:03AM	8.05	2.00
Mon 4/17	9:00PM – 6:00AM	7:27PM	7:01AM	8.02	2.00
Tue 4/18	9:00PM – 6:00AM	7:16PM	7:01AM	8.02	2.00
Wed 4/19	9:00PM – 6:00AM	7:59PM	7:02AM	8.03	2.00
Thu 4/20	9:00PM – 6:00AM	7:29PM	7:02AM	8.03	2.00
Fri 4/21	9:00PM – 6:00AM	7:36PM	7:03AM	8.05	2.00
Mon 4/24	9:00PM – 6:00AM	7:27PM	7:01AM	8.02	2.00
Tue 4/25	9:00PM – 6:00AM	7:55PM	7:02AM	8.03	2.00
Wed 4/26	9:00PM – 6:00AM	7:38PM	7:02AM	8.03	2.00
Thu 4/27	9:00PM – 6:00AM	7:34PM	7:04AM	8.07	2.00
Fri 4/28	9:00PM – 6:00AM	7:44PM	7:02AM	8.03	2.00
Mon 5/01	9:00PM – 6:00AM	7:42PM	7:02AM	8.03	2.00
Tue 5/02	9:00PM – 6:00AM	7:27PM	7:02AM	8.03	2.00
Wed 5/03	9:00PM – 6:00AM	7:29PM	7:03AM	8.05	2.00
Thu 5/04	9:00PM – 6:00AM	7:41PM	7:02AM	8.03	2.00
Fri 5/05	9:00PM – 6:00AM	7:55PM	7:03AM	8.05	2.00
Mon 5/08	9:00PM – 6:00AM	7:44PM	7:01AM	8.02	2.00
Tue 5/09	9:00PM – 6:00AM	7:18PM	7:04AM	8.07	2.00
Wed 5/10	9:00PM – 6:00AM	7:08PM	7:02AM	8.03	2.00
Thu 5/11	9:00PM – 6:00AM	7:22PM	7:02AM	8.03	2.00
Fri 5/12	9:00PM – 6:00AM	7:37PM	8:53AM	8.88	2.00
Mon 5/15	9:00PM – 6:00AM	7:27PM	7:01AM	8.02	2.00

Tue	5/16	9:00PM – 6:00AM	7:16PM	7:01AM	8.02	2.00
Wed	5/17	9:00PM – 6:00AM	7:59PM	7:02AM	8.03	2.00
Thu	5/18	9:00PM – 6:00AM	7:29PM	7:02AM	8.03	2.00
Fri	5/19	9:00PM – 6:00AM	7:36PM	7:03AM	8.05	2.00
Mon	5/22	9:00PM – 6:00AM	7:19PM	7:03AM	8.05	2.00
Tue	5/23	9:00PM – 6:00AM	7:21PM	7:02AM	8.03	2.00
Wed	5/24	9:00PM – 6:00AM	7:28PM	7:02AM	8.03	2.00
Thu	5/25	9:00PM – 6:00AM	7:20PM	7:01AM	8.02	2.00
Fri	5/26	9:00PM – 6:00AM	7:16PM	7:01AM	8.02	2.00
Mon	5/29	9:00PM – 6:00AM	7:13PM	7:02AM	8.03	2.00
Tue	5/30	9:00PM – 6:00AM	7:51PM	7:05AM	8.08	2.00
Wed	5/31	9:00PM – 6:00AM	7:22PM	7:02AM	8.03	2.00
Thu	6/01	9:00PM – 6:00AM	7:25PM	7:02AM	8.03	2.00
Fri	6/02	9:00PM – 6:00AM	7:32PM	7:01AM	8.02	2.00
Mon	6/05	9:00PM – 6:00AM	7:03PM	7:03AM	8.05	2.00
Tue	6/06	9:00PM – 6:00AM	7:15PM	7:01AM	8.02	2.00
Wed	6/07	9:00PM – 6:00AM	7:25PM	7:01AM	8.02	2.00
Thu	6/08	9:00PM – 6:00AM	7:14PM	7:01AM	8.02	2.00
Fri	6/09	9:00PM – 6:00AM	7:24PM	7:01AM	8.02	2.00
Mon	06/12	9:00PM – 6:00AM	7:18PM	7:02AM	8.03	2.00

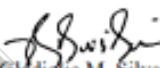
*I certify that the information and claims on this time record report of the internship is true and correct.*

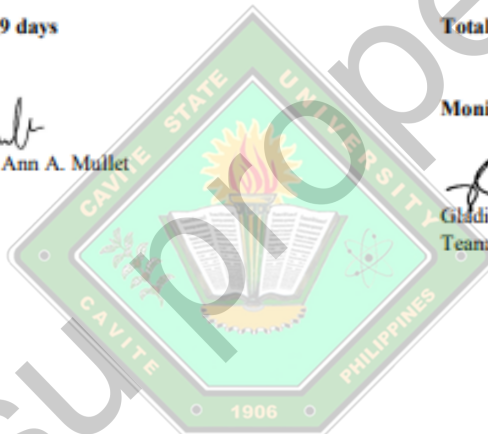
**Total Days: 49 days**

**Total Hours: 486 hours**

  
Monica Joyce Ann A. Mullet  
Trainee


**Monitored by:**

  
Gladolie M. Silverio  
Team Leader, Production



## Appendix 9

### Training Plan

<p><b>CvSU Vision</b></p> <p>The premier University in historic Cavite recognized for excellence in the development of globally competitive and morally upright individuals.</p>		<p>Republic of the Philippines</p> <p><b>CAVITE STATE UNIVERSITY</b></p> <p><b>Carmona Campus</b></p> <p>Maribel Road, Carmona, Cavite</p> <p>☎ (046) 487-6326/carmonacampus@cvsu.edu.ph</p> <p>www.cvsu.edu.ph</p>	<p><b>CvSU Mission</b></p> <p>Cavite State University shall provide excellent, equitable and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities.</p> <p><i>It shall produce professional, skilled and morally upright individuals for global competitiveness.</i></p>
<p><b>On-the-Job Training (OJT) Training Plan</b></p>			
<p>Training Plan No.: _____</p>			
<b>Training Establishment:</b> Sykes Asia, Inc.	<b>Contact Person:</b> Gladiolie M. Silverio	<b>Contact Information</b> Phone No. Email: gladiolie.silverio@verizon.com	
<b>Name of Trainee:</b> Monica Joyce Ann A. Mullet	<b>Email:</b> monicajoyceann@gmail.com	<b>Phone No.:</b> 09754889585	
<b>Beginning Date:</b> Mar. 27, 2023	<b>End Date:</b> June 30, 2023	<b>Total Training Hours Needed:</b> 486 Hours	

<b>DEPARTMENT/S:</b> Verizon – Metro Private Line			
<b>DESCRIPTION OF TRAINING PER AREA:</b> Updating the list of remaining hours and mock interview, monitor new interns, collect names of offboarding interns daily, compiles training plan and guide interns in onboarding process.			
Job Skills Needed	Skills to be Acquired/ Learned	Date & Estimated Training Hours	Capability Level
1. Perform order verification	1. Understand order process flow	486	<input checked="" type="checkbox"/> Beginner <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance
2. Analytical and management skills	2. Product type familiarity	486	<input checked="" type="checkbox"/> Beginner <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance
3. Line conversions, disconnections, and installations to offer transmission services	3. Process ethernet installation, upgrade, and disconnection	486	<input checked="" type="checkbox"/> Beginner <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance
4. Provisioning design responsibilities	4. Validate field values	486	<input checked="" type="checkbox"/> Beginner <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance
5. Analyze highly technical information	5. Generating network orders and monitoring for milestone completion	486	<input checked="" type="checkbox"/> Beginner <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance

**CvSU Vision**

The premier University in historic Cavite recognized for excellence in the development of globally competitive and morally upright individuals.



Republic of the Philippines  
**CAVITE STATE UNIVERSITY**  
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☎ (046) 457-6328/carmonacampus@cvsu.edu.ph  
www.cvsu.edu.ph

**CvSU Mission**

Cavite State University shall provide excellent, equitable and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities.

It shall produce professional, skilled and morally upright individuals for global competitiveness.

All parties shall agree to provide or obtain training for the skills outlined in this OJT Training Plan

Name and Signature of the Trainee: Monica Joyce Ann A. Mullet

Date: 04/03/2023

Name and Signature of OJT Provider: Gladiolie M. Silverio

Date: 04/03/2023

Name and Signature of OJT Adviser: Alonel A. Hugo

Date:

Name and Signature of the Trainee: Monica Joyce Ann A. Mullet

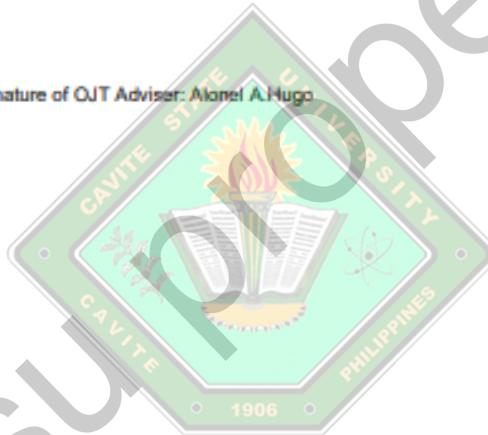
Date:

Name and Signature of OJT Provider: Gladiolie M. Silverio

Date:

Name and Signature of OJT Adviser: Alonel A. Hugo

Date:





## Appendix 10

### Certificate of Recognition

