

Learning Report

# Roff Summer Internship

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(Learning report)

**Abstract**—The summer internship in Roff was an interesting activity, that allowed me to not only improve my socialization skills, but also to better understand how an IT company works and as such allowed me to demystify some of the fears I had regarding the beginning of a professional career. Although I was not able to work side by side with a client, nor was I able to work in a group project, this activity still allowed me to better understand the relations amongst all these entities.

**Index Terms**—Summer Internship, socialization, values.

## 1 INTRODUCTION

THROUGHOUT this report I will be describing all the knowledge and personal development I acquired, through the participation in this activity.

This is my last portfolio activity, a course designed to improve our soft skills in order to prepare us for a future professional career, so I find it fitting my last activity to be an internship, because this activity presented itself as an opportunity to continue to invest in my personal growth, but also to test my current skills in a professional environment.

I will start this report by describing my initial expectations and goals, regarding not only the activities, but the acquisition and improvement of my soft skills. Then I will be performing an introspection of all the knowledge and personal growth I acquired, from the point of view of the two greatest sources of influence of this activity, the Roff company and my team.

To end this report I will be presenting a brief conclusion, where I will be making a state of play, describing the degree of success of the activity and the influence it had.

## 2 EXPECTATIONS

As I mentioned in the activities report, this activity begun soon after I finished my degree in Computer Science and at the time I felt that even though, in the past years, I had acquired a great amount of knowledge, I was not ready to start my professional career and that despite all the knowledge I had obtained I lacked the experience to apply it.

I had hopes that by undertaking this activity I would be able to dispel some of those fears, test my capabilities and acquire the necessary experience to feel more confident about my capabilities.

Although this was not really my first job, the fact is that this was my first job in the Computer Science area and the reality was that before I initiated this activity, I had many doubts concerning this type of jobs and companies.

I already knew some companies, either by people who worked there or by connections I made when I was involved with SET - *Semana Empresarial e Tecnológica*. But I must admit that notions about the job market and companies was very weak, uninformed and even prejudiced. So I had hopes that by undertaking this activity I would be able to demystify some of my opinions regarding the

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(1.0) Excelent												
(0.8) Very Good												
(0.6) Good												
(0.4) Fair												
(0.2) Weak												
	1.8	0.7	3.6	0.9	7.0	0.25	0.23	0.25	0.18	0.5	0.5	1.91

job market and the companies as well.

However my objectives were not only focused on the acquisition of a better work perspective, my objectives also contemplated the acquisition and improvement of my soft skills, more specifically my ability to work in a team, socialize with new people and to successfully communicate my opinions and ideas. All of these requirements, that I found to be essential to work in a company and that I was somehow lacking or in need of improvement.

Even though I don't see myself as an anti-social person, the truth is that sometimes I can be too withdrawn, specially when I still don't know the other person very well, so I saw this as an opportunity to push myself and improve those skills.

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### 3 ROFF'S VISION

Roff is a consulting company that offers SAP and Outsystems solutions. Given that, I was expecting a formal, strict and demanding work environment. However, when I begun working there, that was not what I came across, the reality was exactly the opposite of what I was expecting. The working environment was pretty informal, instead of cubicles I found open-spaces and instead of people wearing a suit and necktie, everyone was dressing in a quite informal way. I must even admit that I felt a little overdressed for my interview.

When someone enters the building, the first thing you notice is a wall full of awards, that the company has been winning in the last few years. And if you look closer, you will notice that many of those awards are regarding the work environment, as a matter of a fact, in this last year, Roff won sixth best place to work in all of Europe and second best place to work in Portugal, according to the GPTW - Greatest Place to Work institute.

While working there, it is impossible to say that I was not somehow influenced by their core values. I felt as at ease working there as when I was in the university.

They taught me that no one will ask you any-more of you besides your own responsibilities, but that does not mean that if you work your best and as hard as possible, your work will not be rewarded, quite the opposite.

They also taught me something very important, the value of family in a business environment. As they see it they are one big family and the doors are always open for anyone. As a matter of fact, close to 90% of the people working at Roff, started working in the company through the recommendation of someone who already worked there. I think this is a great initiative, since it eases the transition for the ones who enters the company and increases the level of trust, in that person, from the employer point of view.

## 4 THE TEAM

### 4.1 Getting to know everyone

When I first began working at Roff, from the start I knew that I would be performing internship related work and as such I would not be involved with any client, which initially was a little disappointing, since this would be a very interesting activity of great additional value and that would allow me to obtain some knowledge regarding the interactions with the client, an experience that was never possible during the course.

As I mentioned before, in the activities report, during the internship I worked closely with the Outsystems group. This was one of the smallest groups in the whole company, composed only by seven people, including Henrique as the team manager.

Since I was working in a project specific to my internship activities, I did not have the chance to work as a group with the team, which presented itself as an obstacle to one of my objectives, which was the development and improvement of the teamwork soft skills.

Even though I was not working with the team *per se*, the fact that I was working with a small group of people helped facilitate my introduction and allowed me to get to know everyone a little better.

As I already expected, despite the size of the team, in the beginning it was hard to establish a close relationship with my colleagues, mainly because we were working on different projects and had little time to socialize, so I had to take advantage of the breaks and meals in order to get to know them better.

Although small, the team as quite diverse, with people of different ages and backgrounds and as such I it was easier to get to know some better than the others. In perspective, the people I had the hardest time to get to know, were the ones that were working in Roff for the longest time, which does not necessarily imply the younger ones. I think this had to do with the fact that maybe it was easier for them to understand my perspective and allowed them to provide me more opportunities to interact with them.

I find it a little ironic, but one of the activities that allow me more chances to interact with my colleagues were the smoking breaks, which allowed for a brief moment away from work and a chance to get to know each other.

Despite everything, right from the start everyone was extremely helpful, making themselves available to help me with anything I needed, either work related or not.

#### 4.2 The team manager

Even though, from all my colleagues, Henrique was the one I had the least chances to interact with He was always extremely helpful and available. In more than one occasion throughout the internship he arranged personal meetings, in order to assess my progress, understand how I was fitting in and to get to know my opinions regarding the whole experience, also since he understood that my time in Roff would be short, he took upon himself to teach me about Roff, not only as the company, but as the family.

I think Henrique was a good mentor and a good example of leadership. Throughout the whole internship he presented a relaxed and non controlling position and at the end of the day the results were there and everyone gave their best and in my opinion he was a good example of Laissez-faire leadership.

### 5 CONCLUSION

Taking into account my initial goals and expectations, it was not possible, given the characteristics of the activity, to fully develop some of the expected soft skills, such as the ability to work as a team, although in my opinion I had major improvements regarding my socializing skill. Regardless of that I still find this activity to be of great value and a success, since not only was I able to get to know how an IT company works, but I was able to attain a better perspective of this kind of companies, when taking into account what I previously knew.

Roff was a great influence, that showed me that it is not necessary to give up certain higher values, such as honesty, integrity and family, in order to become the great company they are today. When comparing Roff to some of the biggest international consulting companies, Roff has a high talent retention rate, which in my opinion is linked to its core values and allows them to present to their clients the high quality results they are known for.

I still don't know if someday I will return to Roff as a full time employee, but one thing is for certain, whether I start my own company, whether I go to work for someone else, I would like to work in a company with the same values and qualities that Roff possesses.

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## APPENDIX

### STATEMENTS OF EXECUTION



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### CERTIFICADO DE TRABALHO

Para os devidos efeitos, declaramos que **Rodrigo José Madeira Lourenço**, contribuinte fiscal nº 241863236, foi colaborador(a) desta empresa no período compreendido entre o dia 1 de Julho de 2013 e o dia 31 de Agosto de 2013, desempenhando, à data de saída, as funções de Programação OutSystems, no nosso escritório de Lisboa e em todos os clientes que a ROFF mantém em carteira.

Lisboa, 19 de Maio de 2014

Direcção de Recursos Humanos

