



ARBA MINCH UNIVERSITY  
COLLEGE OF COMPUTING AND INFORMATICS  
DEPARTMENT OF SOFTWARE ENGINEERING  
**KMB-Service/E-Commerce**

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Duration of Internship : April -July (Four month)

Report submitted to: Department of Software Engineering

Date: oct 4,2024

Arba Minch,Ethiopia

### **Declaration**

I certify that all materials and data in this Practical attachment document are obtained and presented in compliance with guidelines of Software Engineering Department. I also declare that; this work is entirely original and has never been presented or used by any other departments.

### ***ACKNOWLEDGEMENT***

First, I would like to thank God. Next, I would like to express my gratitude and appreciation to all those who gave me the possibility to complete my weekly tasks report who the stuff of TeleportTechnology PLC Mr Aman. whose help, stimulating suggestions and encouragement helped me in writing what my tasks were.

I would also like to acknowledge with much appreciation the crucial role of the staff in Teleport technology plc especially my advisor Mr. Yonas Alemayehu (Co-founder and CEO) for supporting and teaching me what the important things on the academic areas and in life. Finally, I would like to thank my colleagues and friends for their encouragement and support throughout the internship.

## **Abbreviations and acronyms**

**HTML:** Hypertext Markup Language.

**CSS:** Cascading Style Sheet

**CCI:** Computing and Informatics

**SQL:** Structured Query Language

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### **Executive summary**

This internship report tries to justify more or less about my overall stay and exposure at Teleport Technology PLC during my internship period. The main purpose of internship is to apply what I have learned, get experience for my future, and learn different skill that is important in work place. This internship gave me opportunity to know and understand work environment, meet and communicate with different tech persons having more than decades of experience and also implement what I knew on real life scenarios.

Accordingly, this report is comprised of four sections. The first section discusses the introduction part of the internship report which provides pertinent background information activities. The second section deals with my overall internship experience which was in Teleport Technology PLC and the tasks that I have done during my internship period. And third section describes the overall benefits gained from the internship. Finally, the conclusion, result and my recommendation for both Arba Minch University and hosting organization will proceed in the fourth section.

## Chapter One: Introduction of the Internship report

### **1.1 Introduction**

The internship experience is a fundamental component of academic and professional development for students pursuing careers in software engineering. It offers a unique opportunity to bridge the gap between theoretical knowledge gained in the classroom and practical application in real-world scenarios. This internship report aims to provide a comprehensive overview of my internship at the Teleport Technology PLC, where I had the privilege of working on the "Web Development, KMB-Service/E-Commerce Site".

### **Background**

Teleport Technology PLC is founded in 2008 and a renowned institution with a vision to revolutionize digital services in Ethiopia. During my internship, I was fortunate to be part of this dynamic and forward-thinking organization, which has a long-standing history of contributing to digital services, airtime distribution and a key player in the country's tech landscape.

### **1.2 Project Overview**

The central focus of my internship was the development of the "Web Development, KMB-Service/E-Commerce Site." This project, KMB-Service/E-Commerce Site aims to create a robust, user-friendly, and scalable e-commerce platform for KMB-Service. This platform will facilitate seamless online shopping and service booking experiences for customers, integrating modern web technologies and design principles to ensure high performance, security, and an engaging user experience.

My interns, was entrusted with the responsibility of designing, developing, and implementing this site. Throughout the internship, I collaborated closely with my mentors from the hosting company, who provided invaluable guidance and insights, ensuring that my efforts aligned with the institute's goals and industry best practices.

In this report, I will provide an in-depth account of my internship experience, detailing the project's



objectives, the technologies and methodologies employed, challenges encountered, and the outcomes achieved. Furthermore, I will reflect on the knowledge and skills gained during my time at Teleport Technology PLC, illustrating how this internship has enriched my academic journey and prepared me for future endeavors in the field of software engineering.

### 1.3 Internship Activities

**Project Development:** The central focus of my internship was the comprehensive development of the "Web Development, KMB-Service/E-Commerce Site." I undertook the entire software development lifecycle, encompassing design and coding to ensure a robust and functional system.

**Detailed Documentation:** In addition to development efforts, I produced a documentation that encapsulated my journey from inception to implementation. This documentation was crafted, starting from a problem statement provided to me. It served as a foundational guide, outlining the project's objectives, scope, and requirements

**Supervision:** I benefited from the guidance of Teleport Technology PLC who served as my mentors. Their wealth of experience allowed them to provide invaluable insights and constructive feedback, ensuring that my work aligned with industry standards.

**Coding and Programming:** Proficiency in various programming languages, including TypeScript, NestJs, Angular, HTML, CSS and NodeJs was essential for realizing the system's functionality. I diligently crafted code, adhering to best practices and established coding standards.

**Meetings:** I conducted regular progress meetings with my mentors. These meetings served as a platform for reporting my advancements, discussing encountered obstacles, and formulating effective solutions. They were instrumental in maintaining project coherence.

**Testing and Debugging:** Rigorous testing procedures were imperative to validate the system's reliability. I conducted exhaustive testing, including unit testing and system integration testing, to detect and rectify any anomalies, ensuring a seamless user experience.

**Research:** My project involved implementing advanced data classification techniques, necessitating thorough research. I engaged in literature reviews, consulted academic papers, and explored industry case studies to inform my decision-making process.

**Skill Enhancement:** The internship provided a unique platform for enhancing my programming, teamwork, and problem-solving skills. Through real-world challenges, I honed my abilities, equipping me with practical expertise for future endeavors.

**Final Presentation:** The culmination of my internship was the presentation of my project to the Teleport Technology PLC team. This formal presentation allowed me to demonstrate my achievements, articulate my methodologies, and showcase the system's capabilities in a professional context.

## **1.4 Main Customers or End-Users**

The primary customers or end-users of the “KMB-Service/E-Commerce Site.” were :

Anyone who wants to purchase products from my website, KMB-Service, can do so online. Additionally, those interested in seeing the product manufacturers and suppliers can find that information on the site as well.

Anyone looking to hire digital services such as website development, web design, web deployment, blog site creation, clones, and other online tasks can do so through my website, KMB-Service, online. This broader user base aimed to facilitate collaboration and data sharing beyond the boundaries of the institute.

## **1.5 Overall Objective of the Internship Task**

During my internship, the specific task I undertook within the broader context of the project was multifaceted:

**System Development:** My primary objective was to actively contribute to the design, development, and implementation of the “KMB-Service/E-Commerce Site.” This encompassed tasks such as coding, software architecture design, database development, and user interface design.

**Documentation Drafting:** I also had the responsibility of producing comprehensive project documentation, starting from a provided problem statement. This documentation included detailed technical specifications, user manuals, and system documentation to ensure clarity, maintainability, and future scalability of the system.

**Testing and Quality Assurance:** As part of my task, I rigorously tested the system, performing unit testing, integration testing, and quality assurance procedures. The aim was to identify and rectify any software defects or inconsistencies to deliver a reliable and stable product.

**Research and Knowledge Acquisition:** Throughout my internship, I engaged in research activities to explore advanced data classification techniques and industry best practices. This knowledge acquisition was vital to inform my decision-making and implementation strategies.

**Presentation and Knowledge Sharing:** As a culmination of my internship, I prepared and delivered a final presentation to the Teleport Technology PLC team, showing my achievements, explaining my methodologies, and highlighting the system's capabilities to both technical and non-technical audiences.

## 2. Chapter Two: Overall internship experience and my specific work

### 2.1 Section of the company, I have been working?

#### Introduction

Starting from April 1, 2016 (EC), I worked as an intern at Teleport Technology PLC for approximately four months. I was one of those assigned to Teleport Technology PLC for the internship program from the Department of Software Engineering at Arba Minch University, College of Computing and Informatics (CCI).

#### Background of the Company



**Fig. 1:** Teleport Technologies PLC - A new gen of Ethiopia's tech era

Teleport Technologies PLC was founded in **2008** as a technology company with a vision to revolutionize digital services in Ethiopia.

Over the years, it has become a key player in the country's tech landscape.

**Teleport Technologies PLC has encountered several challenges during its journey:**

**Infrastructure Limitations:** Developing and maintaining digital platforms in Ethiopia can be challenging due to limited infrastructure, including internet connectivity and power supply. Teleport had to find innovative ways to work around these limitations.

**Regulatory Environment:** Navigating the regulatory landscape is crucial for any tech company. Teleport faced regulatory hurdles related to digital payments, data privacy, and telecommunications regulations. Adapting to changing policies required agility.

**Market Penetration:** Convincing users and retailers to adopt digital airtime distribution was an uphill battle. Teleport had to build trust, educate stakeholders, and demonstrate the benefits of their services.

**Competition:** As the digital services market grew, Teleport faced competition from other players. Staying ahead required continuous innovation and differentiation.

**Scaling Operations:** Expanding their distribution network while maintaining quality and reliability was a challenge. Teleport needed to scale efficiently without compromising service.

**Talent Acquisition:** Finding skilled talent in areas like software development, data analytics, and customer support was essential for growth. Teleport invested in training and development.

## **Mission, Vision of the Hosting Organization**

### **Vision**

Teleport Technology PLC in Ethiopia envisions:

**Digital Transformation:** To digitally transform value distribution for inclusive access, sustainability, and scale.

**Empowering Small Businesses:** To empower small businesses by increasing their service delivery efficiency and ensuring their sustainable profitability.

**Smart Device Integration:** To convert as many smart devices as possible into value distribution points

### **Mission**

These missions reflect their commitment to leveraging technology for business efficiency and societal benefit. Ensuring international competitive research, timely and reliable information supply, technological development, social and economic development in the field of tech landscape in the field of technology and industrial transfer.

Teleport Technology PLC has several key missions that guide their operations in Ethiopia and beyond:

- ✓ Customer-Centric Payment Platform
- ✓ Simplifying Services
- ✓ Empowering People Through Technology
- ✓ Expanding Access to Services
- ✓ Supporting Digital Economy

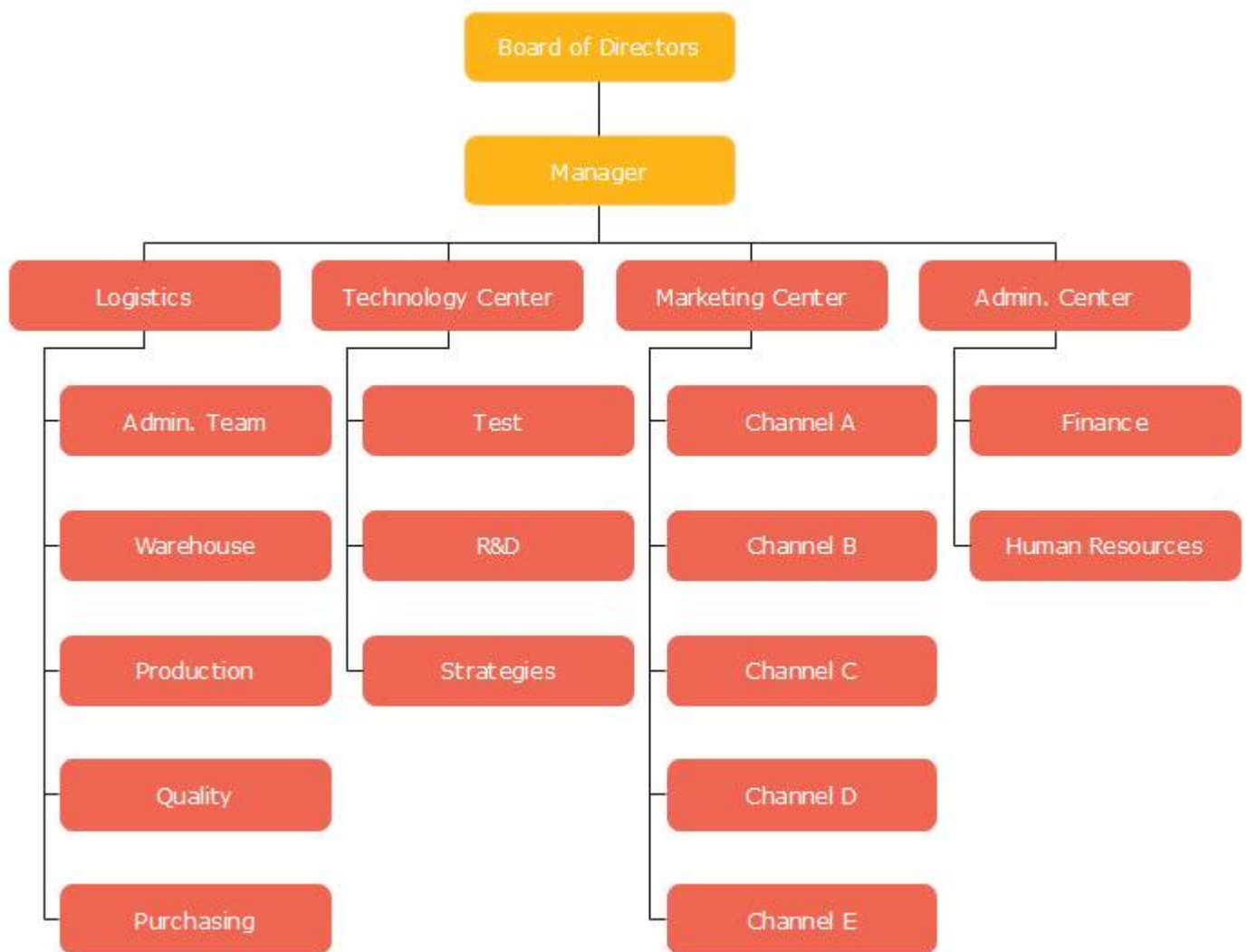
### **Values**

Teleport Technology PLC in Ethiopia upholds several core values that guide their operations and interactions:

- ✓ Fair Competition
- ✓ Ethical Cooperation
- ✓ People First
- ✓ Respect for Diversity
- ✓ Environmental Protection
- ✓ Service Focus



## Organizational Chart



**Fig. 2:** Organizational Chart

## **Main Customers and End Users**

**Mobile Network Operators (MNOs):** Teleport collaborates closely with MNOs like Ethio Telecom. These operators rely on Teleport's technology to distribute airtime to their subscribers.

**Retailers and Agents:** Retailers and agents who sell airtime directly to consumers are also key customers. Teleport's platform empowers them to serve their customers effectively.

## **Organizational Structure**

Teleport Technologies PLC follows a flat organizational structure. Decision-making is decentralized, allowing for agility and responsiveness.

Key roles include:

**CEO and Founder:** The visionary leader who drives the company's mission.

**CTO:** Oversees technology development and innovation.

**Sales and Marketing Teams:** Responsible for business development and customer engagement.

**Operations and Logistics:** Manages the distribution network and ensures smooth operations.

## **Workflow**

### **Airtime Distribution Workflow:**

- ✓ Retailers and agents purchase airtime from Teleport
- ✓ Teleport's system credits the purchased airtime to the retailers' accounts
- ✓ Retailers sell airtime to end users via digital channels or physical vouchers

### **B2B Platform Workflow:**

- ✓ Enterprises integrate with Teleport's virtual distribution platform
- ✓ Orders are placed digitally
- ✓ Teleport's system processes orders and ensures timely delivery

## **2.2 Internship Experience at Teleport Technologies PLC**

## Company Selection

Teleport Technologies PLC stood out to me due to its innovative approach to digital transformation in Ethiopia. Their commitment to leveraging technology for business growth and sustainability resonated with my passion for cutting-edge solutions.

## Work Section

I was part of the like software development or Startups team. This section focuses on creating and enhancing like software development, android development including web development.

## Workflow

**Requirements Gathering:** Collaborated with stakeholders to understand user needs and business requirements.

**Development:** Team used agile methodologies to develop and iterate on features. We primarily worked with angular, nestjs, and nodejs with express.

**Testing and Quality Assurance:** Rigorous testing ensured robust and bug-free software.

**Deployment and Monitoring:** Deployed updates to production servers and monitored performance.

After knowing my department, the next step was talking with the director of the department and two other members of the department then they told me what they wanted from me in detail.

And they wanted me was to study frameworks what they used for their company. These frameworks are angularjs for frontend and nestjs for backend. For months I studied these materials, based on their recommendation.

And finally I was try to develop my project “KMB-Service/E-Commerce Site.”

## Task Assigned

Although my primary objective is to develop this project, I pass through several major tasks along the way. From familiarizing myself with the work environment to becoming skilled in the tools and frameworks I used.

## Task One

The first task I was assigned on was to read documents prepared by the organization which covers the overall idea of the project and digging and overviewing other websites which has similarity with the project I was going to build. In the course of this task, I encountered numerous novel aspects of E-commerce operation and ultimately concluded it with a

comprehensive understanding of how online shopping information is processed.

### **Task Two**

Upon comprehending the fundamental concept of the project, I proceeded to draft the software requirement specification (SRS), which encompasses both functional and non-functional requirements, as well as all frameworks and tools utilized.

### **Task Three**

Upon completion of the software requirement specification (SRS), I encountered a learning curve with the frameworks and tools utilized. Owing to my lack of familiarity with the tools and project, I experienced a learning curve in acquainting myself with the material I was provided. In light of this, I used NestJs as my server-side framework, PostgreSQL as our backend database management system and other TypeScript libraries along with Bootstrap, ANGULAR HTML, and CSS for frontend development.

### **Task Four**

Upon familiarizing myself with the tools, I proceeded to implementation. Following a discussion with my mentors, I employed agile methodologies to divide the implementation into different sprints. I also created a backlog that served as a guideline for me to refer and implement as I stated below.

### **Sprint One**

- ✓ Creat ebusiness logic for KMB-Service project
- ✓ Implementaion menu: About us
  - Blog
  - Service
  - Review
  - Have share

### **Sprint Two**

- ✓ Header Page: Search bar
  - User
  - Suppliers
  - Sell on our site
  - Digital service
  - Cart icon

- ✓ Display main page(product lists): Product title  
Price  
Buton(Detail about products,  
Add to cart and  
Remove products )

### **Sprint Three**

- ✓ Checkout user profile:Name  
Email  
Phone number  
Address  
Cancel button
- ✓ Payment methods: Online pay  
Cash
- ✓ Order pay

### **Sprint Four**

- ✓ User page: Login  
Signup
- ✓ Suppliers, become supplier
- ✓ Service of KMB
- ✓ Privacy and policy

### **Sprint Five**

- ✓ Message
- ✓ Manufacturers : Individuals  
Business team  
Government

✓ Footer page: About us

Blog

Partner with us

Terms and conditions

Customer services

✓ Social media: LinkedIn

Facebook

Youtube

Telegram

Twitter

Instagram

Messenger

### **2.3 Methodology**

Methodology refers to the overall procedures of research used in my internship duration. To achieve the required results and to establish the objectives. I have passed through most software life cycle process. I only left deployment process and somehow the testing process.

### 2.3.1 Method of data collection

#### Primary Source

- Observation

It is one of the ways which helped me to collect numerous data. I mainly used this method to observe and adapt the work environment, and also to learn and understand several things from the Startups team and my mentors .

#### Secondary Source

- Organization's document

There are numerous documents prepared by the organization which could give some insight for me.

### 2.3.2 Method of problem analysis

After collecting data to understand real-world problems and meet user needs, I used the collected data to prepare software requirement specification (SRS). Based on the prepared SRS, I analyzed the problem domain to gain a better understanding of the problem and propose a solution design. Here is the problem statement after the analysis:

#### Statement of the Problem

Multiple government institutions and organizations in Ethiopia require online services. Teleport is the only digital services(airtime distribution) agency with the goal of acquiring and startups on tech landscape for national needs, notably in the government's interest.

**Market Penetration:** Convincing users and retailers to adopt digital airtime distribution was an uphill battle. Teleport had to build trust, educate stakeholders, and demonstrate the benefits of their services.

**Competition:** As the digital services market grew, Teleport faced competition from other players. Staying ahead required continuous innovation and differentiation.

**Scaling Operations:** Expanding their distribution network while maintaining quality and reliability was a challenge. Teleport needed to scale efficiently without compromising service.

**Talent Acquisition:** Finding skilled talent in areas like software development, data analytics, and customer support was essential for growth. Teleport invested in training and development.

So my project is inclusive for talent, a companies and manufacurers to work together for common interests without computing environments.

### 2.3.3 Software development methodology

Then after the problem analysis the next step was to choose software development methodology



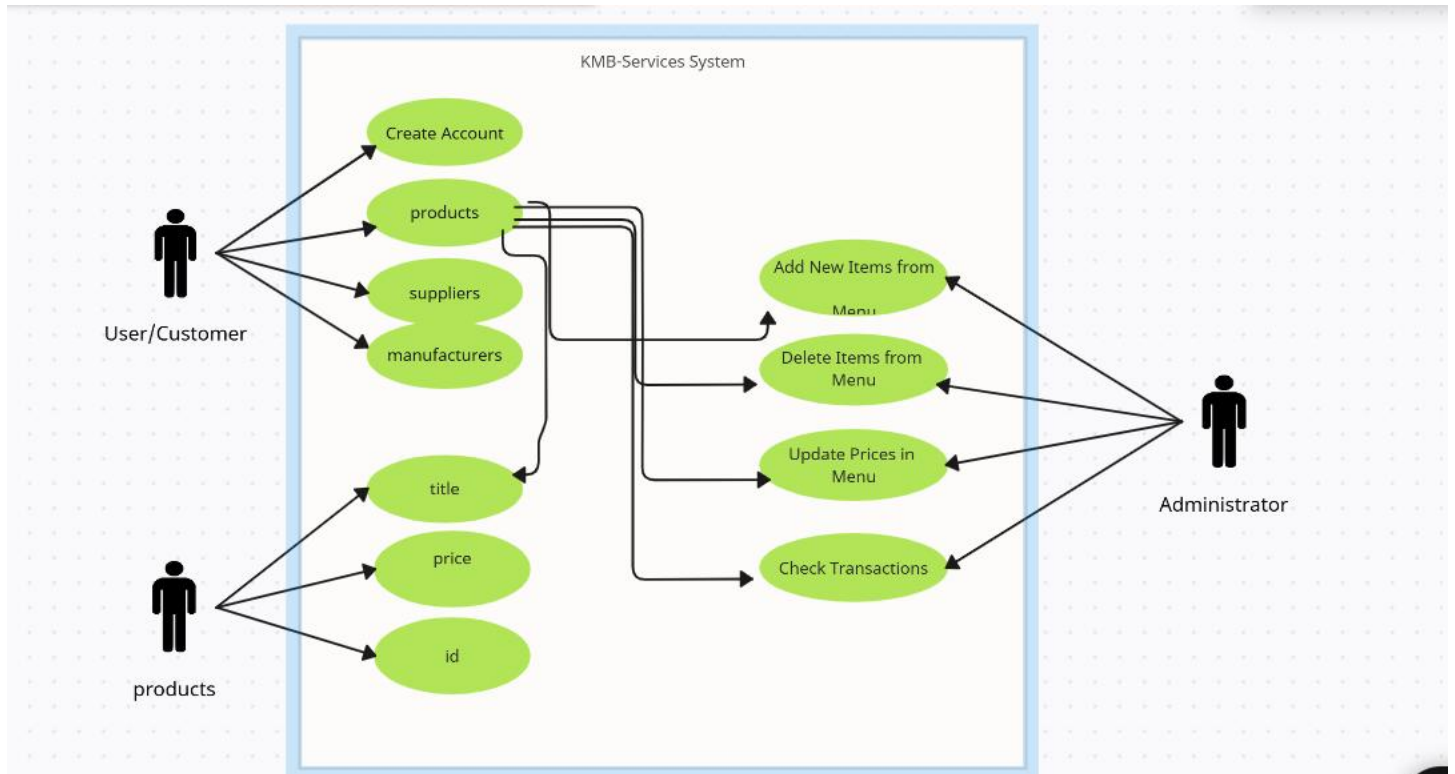
that was feasible with the requirements. The software development methodology I used was agile development. Agile methodology is a project management framework that breaks projects down into several dynamic phases, commonly known as sprints.

Why agile development?

- Project scope was not certainly known from the outset.
- Due to the project was ongoing project.
- Predict risks and plan to ensure that the project runs smoothly.

#### **2.3.4 Proposed Solution (design)**

In-order to design the system and know the diction of the system I need to draw use case diagram after dictating functionality. As a result, I need to use a use case diagram which is frequently used to analyze various systems. Based on the SRS, here is the product function and the use case diagram of the KMB-Servic.



**Fig. 2:** KMB-Service use case diagram

### 2.3.5 System development (implementation)

For implementation I tried to select a tech stack after completing the SRS. When selecting a tech stack for KMB-Service, it is important to consider the requirements of the project. NestJs is known for its scalability, security, and ease of use. HTML, CSS, and Angular are commonly

used for frontend development. HTML provides the structure of the web page, CSS is used for styling, and TypeScript is used for interactivity. PostgreSQL is known for its reliability, scalability, and performance. It is an excellent choice for large-scale applications that require high levels of data integrity and security.

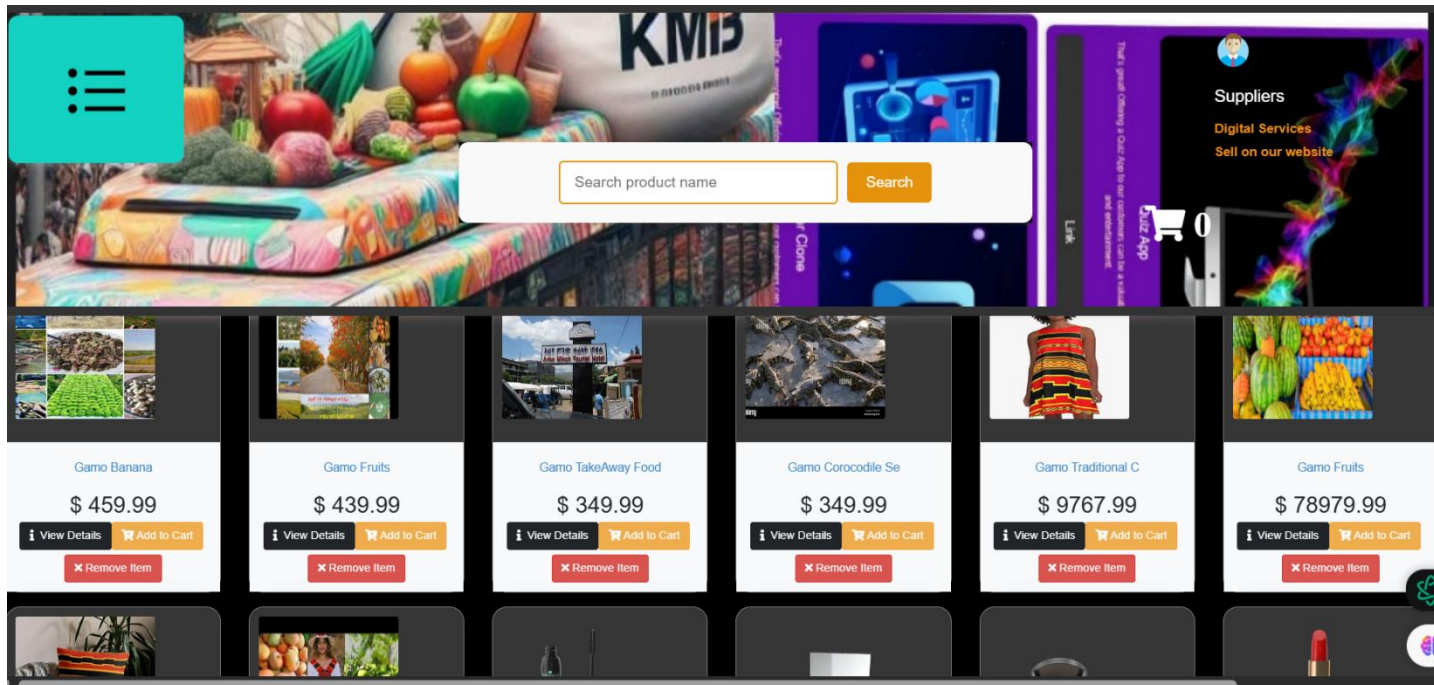
	Frame work used
1.Backend	NestJs
2.Frontend	HTML,CSS,Angular
3.Database	PostgreSQL

***Table 1: Tech stack used***

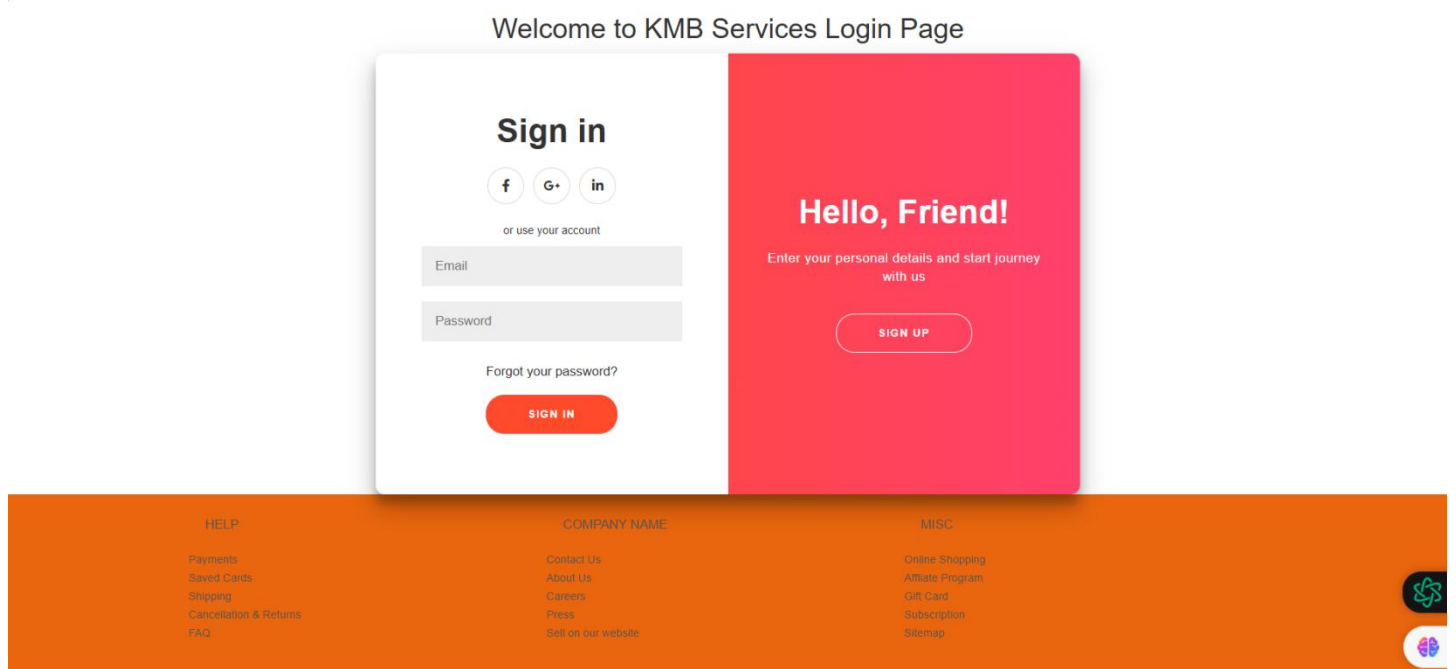
## **2.4 How good I have been in performing my work tasks.**

During my internship period I were assigned to various tasks, while the main objective was to develop KMB-Service. I pass through several major tasks along the way. From familiarizing myself with the work environment to becoming skilled in the tools and frameworks I used. As I have seen in the last titles about the tasks assigned. I have completed all the tasks that I have been assigned on successfully.

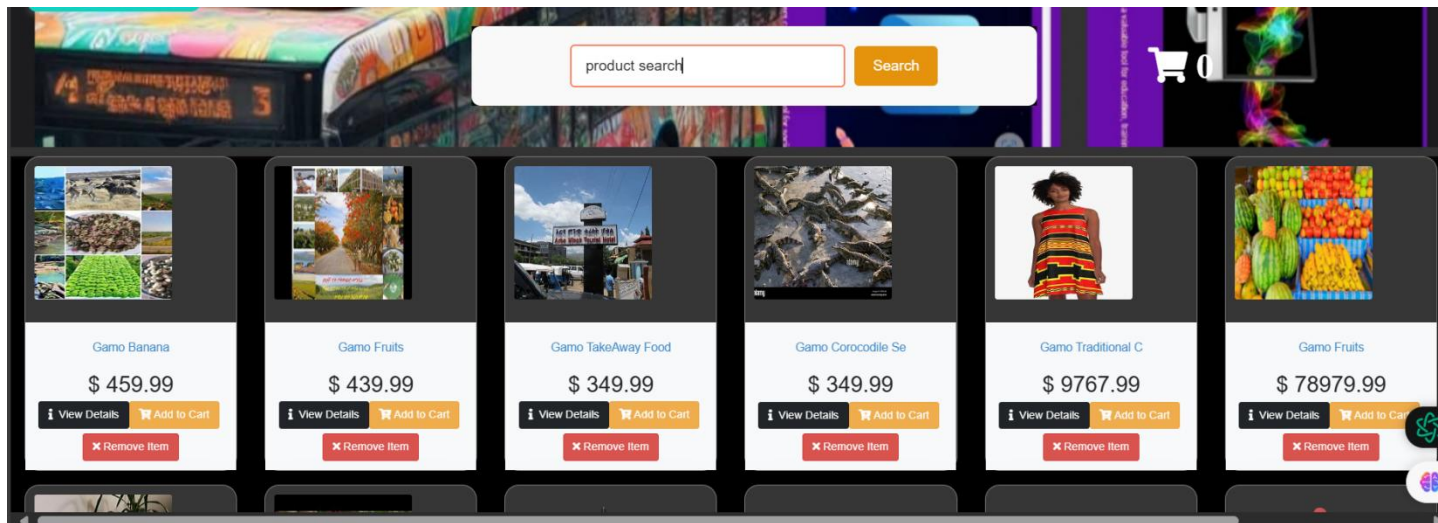
During implementation, they intended to make me work on some tasks by selecting from the backlog which was enough for my level but after completing them earlier than the time given, thanks to my mentors and also my teachers who have thought me several things, lessons and courses. I have been working on other additional tasks. Here are some of the screenshots of tasks assigned and completed:



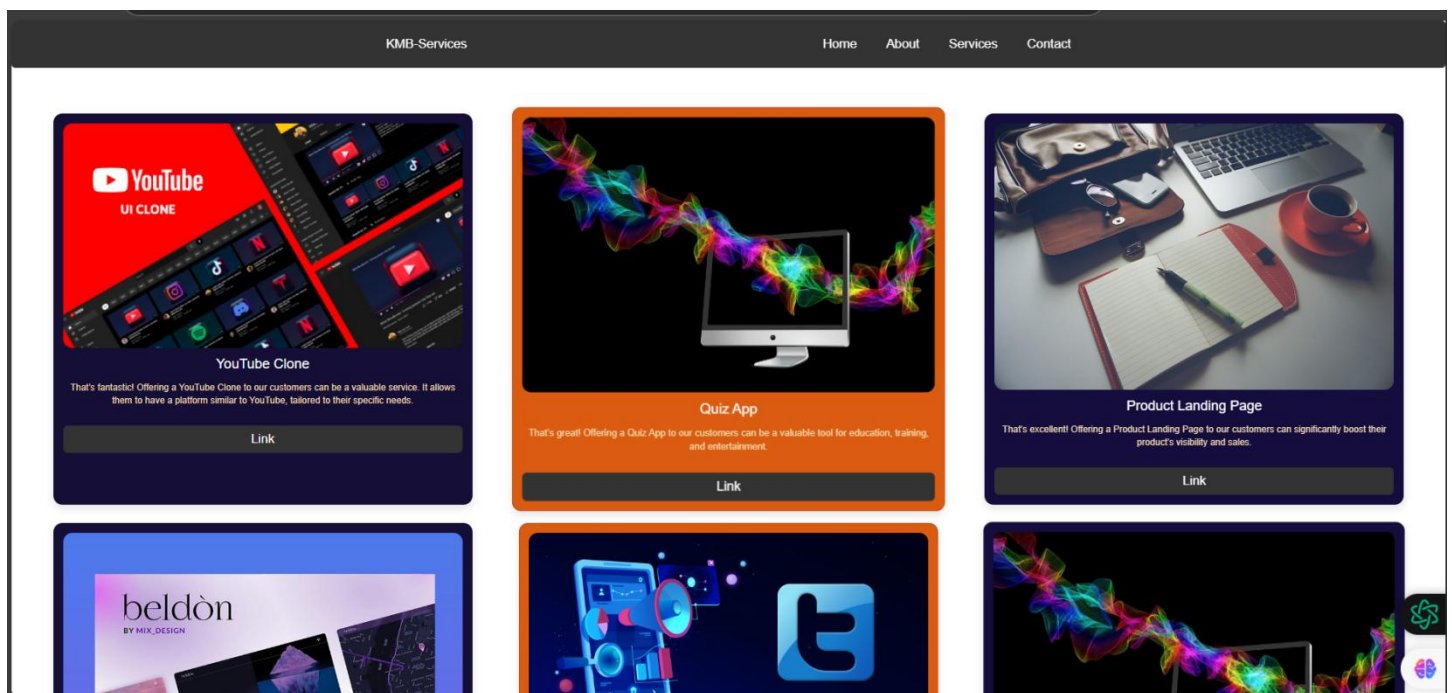
**Fig. 4:** Home page



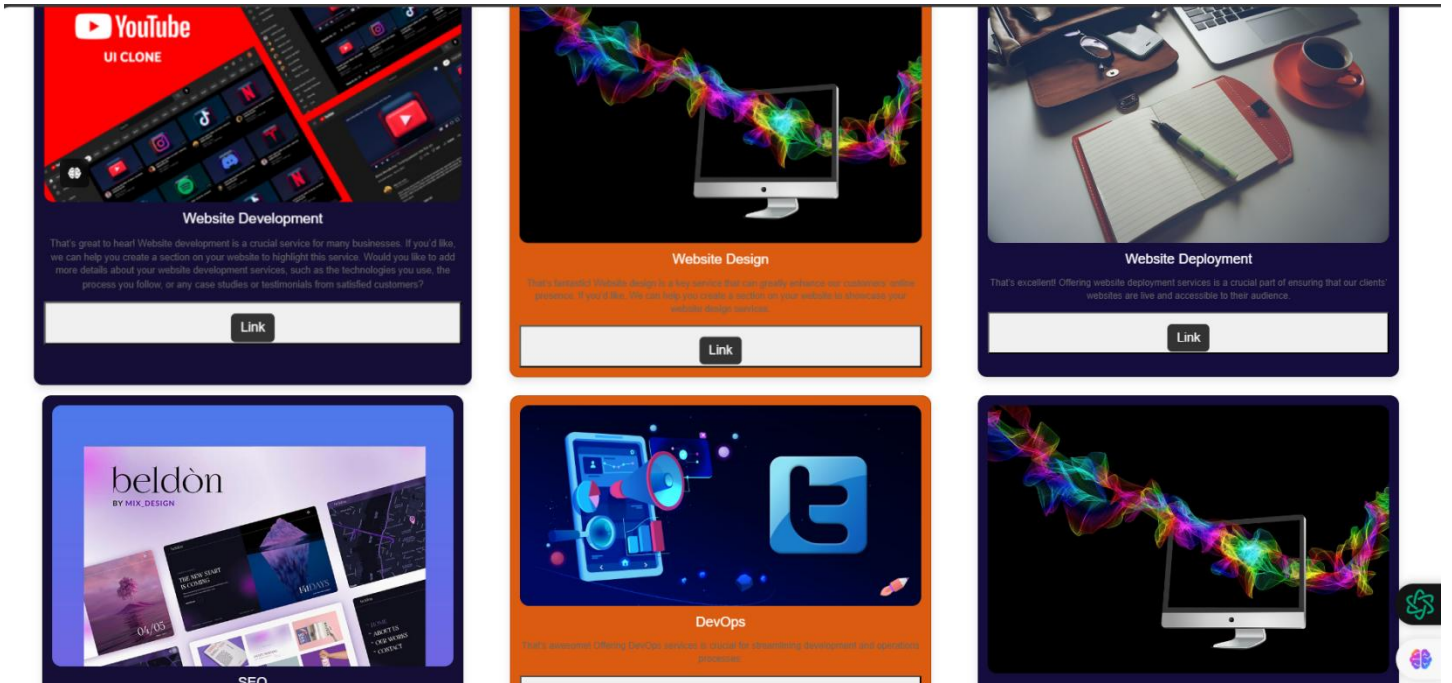
**Fig. 5:** Sign in and sign-up page



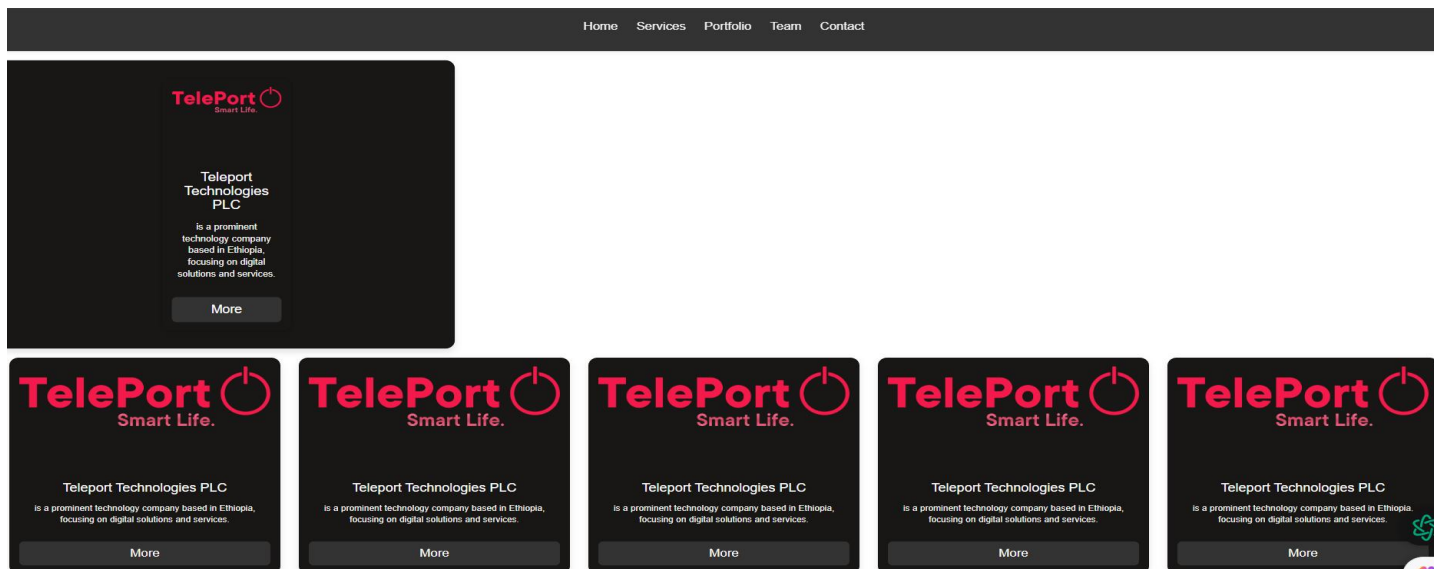
*Fig. 6: Product search for purchasing page*







*Fig. 6: Digital Service page*



*Fig. 7: Blog page*

## **2.5 Challenges and Measures taken to overcome the challenges**

### **2.5.1 Challenges**

**Lack of domain knowledge:** I were not familiar with the area of tech landscape, which made it challenging to identify the key requirements of the system and to choose the right technologies and approaches.

**Robbed of my properties (computer and phone):** Having my computer and phone stolen challenged me to put into practice the concepts and materials I had studied. This situation persisted for two months.

**Lack of experience with frameworks and tools:** I were not familiar with the frameworks and tools that are commonly used to develop KMB-Service and other mini projects.

**Transportation:** There was always transportation issue due to the common transport route problem around Addis Ababa especially in the morning and afternoon.

**Work Space:** During the first few months of my internship, I faced workspace challenges that caused us to lose focus and become frustrated, making it difficult to perform my job to the best of my ability.

### **2.5.2 Measures taken to overcome the challenges**



**Start by understanding the data:** Before I start developing the system, I focus on understanding the data that I will be working with. This includes understanding the data volume, complexity, heterogeneity, accuracy, and reliability.

**Choose the right technologies:** There are a variety of technologies available for developing KMB-Services and mini projects. It is important to choose the right technologies for my specific needs and requirements.

**Get feedback from Mentors:** I had weekly check-ins with my mentors to review my progress and receive feedback.

### **3. Chapter Three: Overall benefits gained**

#### **3.1 Skills gained in terms of improving skills, upgrading theoretical knowledge and improving interpersonal communication**

##### **Improving my skills**

- **Technical skills:** I have gained experience software development. This skill has high demand in the tech industry, and it will make us a more competitive candidate for future jobs.
- **Problem-solving skills:** I had to identify and solve a variety of challenges, such as integrating different data sources, developing efficient algorithms, and designing a user-friendly interface. For instance, the system requires an efficient search from a large database. For that to be optimally achieved, we had to carefully select an algorithm that suits the requirements.
- **Communication skills:** I had to communicate with a variety of people during my internship, including my manager, team members, and department staff. This helped me to improve my communication skills.

- **Collaboration:** I had to work with other Staff members to develop and implement the system. This has helped me to learn how to work effectively with others, even if I have different backgrounds and perspectives.
- **Presentation skills:** I had to present my work to my manager and other staff members. This helped me to improve my presentation skills, which are essential for any professional.

### **3.2 Work Ethics and Entrepreneurship Skills**

#### **Work Ethics**

•**Punctuality:** Being on time for work, meetings, and other appointments. It shows that being reliable and respect the time of others. It also helps to create a positive and productive work environment.

•**Time management:** The ability to plan and organize my time effectively so that I can complete my task and meet the deadline.

•**Integrity:** Honesty, loyalty, dependability, and trustworthiness are all part of integrity. Displaying integrity can help me to build stronger connections with employees, make the workplace more positive and collaborative.

•**Enthusiasm:** Being enthusiastic and open to learning new skills, asking for more work, and being curious to learn and ask questions can show that I am enjoying being part of the stuff or organization and that I was keen to help.

•**Productivity:** During my internship the other work ethics I attain is that become productive and work at a faster pace and accomplish more work. The employees do not quit and stay highly persistent until the work is completed.

•**Teamwork:** This means being able to work effectively with others towards a common goal.

•**Adaptability:** This means being able to adapt to new situations and to learn new things quickly.

### **Entrepreneurship Skills**

•**Problem-solving:** The ability to identify problems and find solutions. Entrepreneurs need to be able to solve problems quickly and efficiently.

•**Creativity:** The ability to think outside the box and come up with innovative solutions to problems.

•**Critical thinking:** The ability to analyze information objectively and make informed decisions.

### **Recommendations**

I was pleased to report that the overall performance of Teleport Technology PLC during my internship was commendable. The company's commitment to fostering a learning environment, coupled with its emphasis on technical excellence, has left a positive impression on me. The company's support in bridging the gap between academic knowledge and practical application was evident throughout my internship. Teleport Technology PLC is a well-organized and a proud organization so I think these characteristics of the organization make it difficult to recommend but since perfection is impossible, I have come up with few recommendations, as follows

- I want to recommend that Teleport Technology PLC is good, the work area and the number of employees are suitable to the existing task.
- My internship provided me with the opportunity to work with various programming languages and technologies. I recommend that any institution accepting interns should inform them about the specific programming languages and tools they will be using in advance. This would reduce the time wasted on preparation once the internship has begun.

In my humble opinion Arba Minch University should consider Teleport Technology PLC for future student placement, because of the excellent work habit and intelligence of the Bureau.

## **Conclusion**

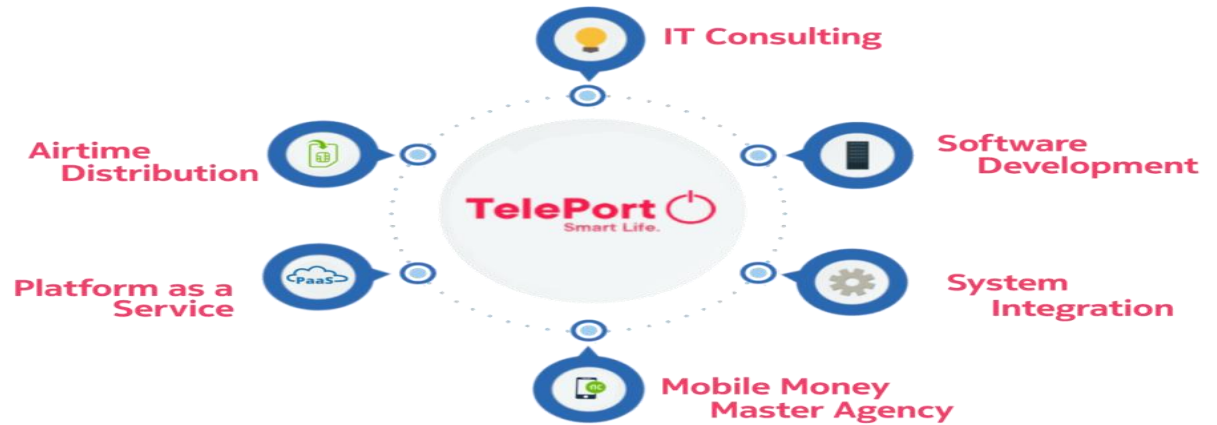
Upon reflection, I can conclude that my internship at Teleport Technology PLC was highly productive and beneficial. The internship program helped me to prepare for the real world that I would face when I finish my university career and to be fit for various job opportunities by upgrading my practical skills in addition to the theoretical skills and moreover to see the trend where the future is going and understand the reality and how business runs. The other interesting thing was learning new things that was not included in my curriculum was meeting different experienced persons which enables me to come up with many important ideas and experiences. My internship at Teleport Technology PLC was a valuable and enriching experience. I gained practical skills, collaborated with professionals, and witnessed the importance of clear communication in the workplace. I am grateful for the opportunity and look forward to applying the knowledge and skills I acquired during my internship to my future endeavors in software development and project management.

## References

- o [\*https://angular.dev/overview\*](https://angular.dev/overview)
- o [\*https://docs.nestjs.com/cli/overview\*](https://docs.nestjs.com/cli/overview)
- o [\*https://teleportet.com\*](https://teleportet.com)

## Appendices

### Appendix A: The company's services, Teleport Technology PLC



#### A.1 Problem Statement document from the company