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Internship Report

I. Executive Summary:

Contributed to different tasks including cards management, client information management, customer satisfaction, data analytics ...

II. Introduction:

*Background Information: ATB know as Arab Tunisian Bank, a Tunisian commercial bank, was created on June 30, 1982, by the integration of a branch of the Arab Bank Tunis with Tunisian individuals.

*Objective: Its mission was contribution to the economic and financial development of the country.

III. Company Overview:

*Name and address of the company: ATB Soukra 2

Avenue Fatouma Bourguiba – Soukra

*Mission and Values: To be a trusted financial partner, providing innovative solutions for economic growth and customer well-being. Its values include

integrity, customer-centricity, innovation, community commitment, teamwork, and financial prudence.

*Organizational Structure: A Small Office, containing 3 desks and a window.

IV. Internship Details:

*Internship Details: The internship period was one month (July); from Monday 03/07/2023 to Friday 28/07/2023

*Department/Division: Not exactly specified, my duty over the internship had multiple tasks, for example customer management, when a customer enters the agency, I was the second face they see after the security guard, so I had to welcome and direct them for their need.

*Supervisor

V. Internship Objectives and Learning Goals:

*Objectives: The basic objective was to comprehend more the banking system and environment along with forging my hard and soft skills.

*Learning Goals: The learning goals were discovered or moreover started to be clearer when I went with the flow of the banking system;

They were the basic and most important terms in a banking system.

VI. Job Responsibilities:

*Daily Tasks: From period to period my tasks weren't the same, I will be dividing them in weeks period:

The 1st Week: In the timeline of 4days it took me to arrange and present the list of the client's cards (the new ones and old ones)

The total of Cards was 54 and I had to check if there's any inconvenience with both the cards book and codes book.

(Every card comes with an envelope that contains the code of that card)

The 2nd Week: After arranging and having a clear list of the available cards, my job was to Hand over the cards and codes to the customers taking from them their ID for verification and two signatures in the books.

To be precise, on the 14th of July, I helped the management of a desk, the task was to change the place of the desk for better customer interaction, this call was made by the regional chief after a visit. Long story short, with the help that I can help, I managed to relocate the computer and made the necessary changes of cables along the server room while contacting the informatic service.

The 3rd Week: Along the previous tasks, I had at least once a day to check all the transaction that have been made the day before, all kind of payments.

The 4th Week: I managed to rearrange all the files and archives of customers from oldest to newest.

VII. Skills Acquired:

*Technical Skills: Data analysis and network management.

*Soft Skills: Improved my communication skills and time management,
I actively listen to my surroundings, attention to details.

VIII. Achievements:

*Accomplishments: I managed to achieve my goal which was having a better understanding about the banking system, and also contributing to improving the agency to achieve its goals, a win-win situation.

*Recognition: I had good feedbacks, I even returned to say hello and check on them and I quote “You really left your place here”.

IX. Reflection:

*Personal Growth: Having mindfulness and reflection with adaptability along that.

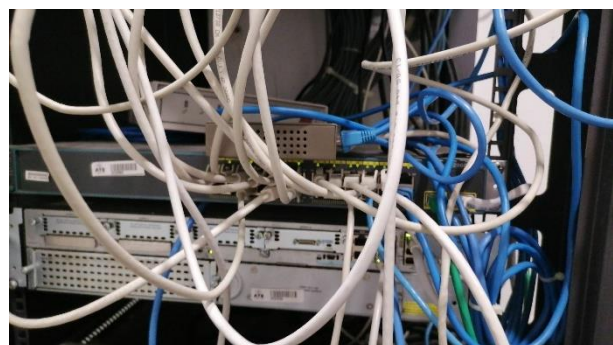
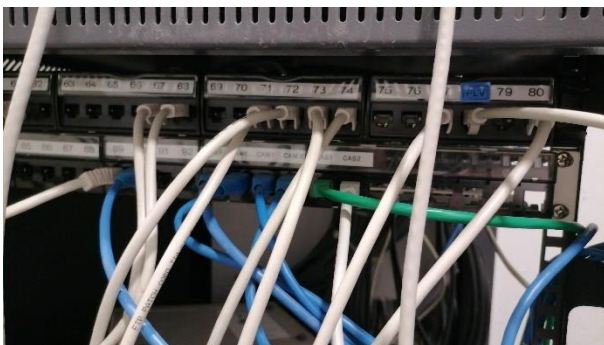
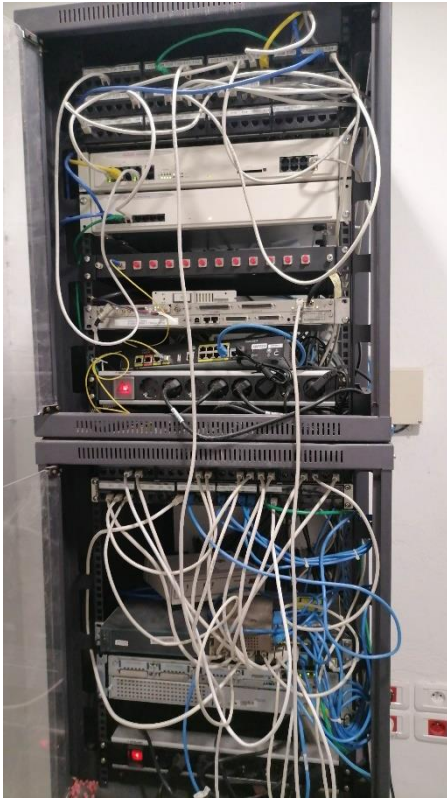
*Lessons Learned: Communication is key to everything; from this internship I learned countless things either professional wise or general knowing wise.

X. Conclusion:

A one-month internship helped me to understand the professional world and helped me to improve my hard and soft skills.

XI. Appendices:

In the section of VI. Job Responsibilities 14th of July some photos



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C:\Windows\system32\cmd.exe
CC:\Users\khadri_a>ipconfig/all

Configuration IP de Windows

Nom de l'hôte . . . . . : AG126U4
Suffixe DNS principal . . . . . : ATB.COM.TN
Type de noeud . . . . . : Hybride
Routeur IP activé . . . . . : Non
Proxy WINS activé . . . . . : Non
Liste de recherche du suffixe DNS.: ATB.COM.TN

Carte Ethernet Ethernet 2 :
Statut du média. . . . . : Média déconnecté
Suffixe DNS propre à la connexion. . . :
Description. . . . . : Realtek PCIe GBE Family Controller
Adresse physique . . . . . : Non
DHCP activé. . . . . : Non
Configuration automatique activée. . . : Oui

Carte réseau sans fil Connexion au réseau local* 9 :
Statut du média. . . . . : Média déconnecté
Suffixe DNS propre à la connexion. . . :
Description. . . . . : Microsoft Wi-Fi Direct Virtual Adapter
Adresse physique . . . . . : Non
DHCP activé. . . . . : Oui
Configuration automatique activée. . . : Oui

Carte réseau sans fil Connexion au réseau local* 10 :
Statut du média. . . . . : Média déconnecté
Suffixe DNS propre à la connexion. . . :
Description. . . . . : Microsoft Wi-Fi Direct Virtual Adapter
Adresse physique . . . . . : Non
DHCP activé. . . . . : Oui
Configuration automatique activée. . . : Oui
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