



AMERICAN INTERNATIONAL UNIVERSITY–BANGLADESH (AIUB)
FACULTY OF SCIENCE & INFORMATION TECHNOLOGY

INTERNSHIP AFFILIATION REPORT ON

OneGP project of Grameenphone Ltd.

An Internship Report Presented to the

OFFICE OF PLACEMENT and

DEPARTMENT OF COMPUTER SCIENCE

In Partial Fulfillment of the Requirements for the Degree

Bachelor of Science in Computer Science and Engineering

Supervised By

Md. Sadrul Amin

System Analyst

Software Development Department

American International University - Bangladesh

Submitted By

Rahman, Sazia

19-39976-1

Semester

Date of Submission: **May 7, 2023**

LETTER OF SUBMITTAL

May 7, 2023

Md. Sadrul Amin

System Analyst

Software Development Department,

American International University – Bangladesh

Subject: Submission of Internship Affiliation Report on OneGP project of Grameenphone Ltd.

Dear Sir,

It is a privilege to submit and share my report on my internship program, titled "OneGP project of Grameenphone Ltd.". I was given the position of intern. I conscientiously carried out my duties as an intern during the Spring of 2022–2023. My main responsibility during this period was to work with the development team of OneGP project, provide support, and solve their problems. In addition to this, I also worked on back-end development. During this, I assisted my honorable supervisor as well. If I decide to work as an intern, this program has given me a comprehensive understanding of the area and advice on becoming skilled and knowledgeable in it.

Finally, I sincerely thank my supervisor and other colleagues for allowing me to express myself and learn more about the related fields. Additionally, I want to thank them for accurately directing me and assisting me in completing my internship program successfully.

Warm regards

সাজিয়া রহমান

Rahman, Sazia

ID:19-39976-1

Computer Science and Engineering

American International University- Bangladesh

May 7, 2023

LETTER OF ENDORSEMENT

The Internship Affiliation Report entitled “*OneGP project of Grameenphone Ltd.*” has been submitted to the Office of Placement and Department of Computer in partial fulfillment of the requirements for the degree of **Bachelor of Science in Computer Science and Engineering** by **Rahman, Sazia & ID: 19-39976-1**. This report is presented to the Internship Defense Committee for evaluation and has been accepted.

(Any opinions, suggestions made in this report are entirely that of the author of the report. The university does not condone nor reject any of these opinions or suggestions.)



Md. Sadrul Amin

*Internship Supervisor (academic),
System analyst,
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Md. Rafiqul Islam

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ACKNOWLEDGEMENT

First, I would like to thank Allah for his grace in accomplishing my internship report timely.

I want to express my gratitude to the **Faculty of Science & Information Technology** for keeping internship credit in the curriculum of the graduation program and giving me a scope to taste the flavor of industry-oriented tasks and the field of work with my interest. I am also grateful to the **Faculty of Science & Technology & Office of Placement & Alumni**, AIUB, for arranging an opportunity to choose my interested organization and complete the internship there.

I am also thankful to my organization supervisor **Md. Rafiqul Islam**, General Manager, ESS, IT division, *Grameenphone Ltd.*, from the core of my heart, for his kind support, guidance, constructive supervision, instructions, and advice and for motivating me to do my internship smoothly at *Grameenphone Ltd.*

I feel proud and gratified that I was always held under the supervision of the General Manager, ESS, IT division, *Grameenphone Ltd.* Here, daily reporting and mental and professional support enhance my experience in the internship life.

I am also indebted to the development and ESS team employees, especially **Badsha Faysal Kabir**, Senior Lead Engineer, ESS, IT division, *Grameenphone Ltd.*, who gave me immense support while working on client-end and technical issues. Moreover, to prepare this report and other documentation regarding Internship Report, I would show appreciation to all the development and ESS team members, who always advised me and helped me with my hands and pens.

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1. INTRODUCTION

1.1.Rationale

An internship is the cornerstone of a person's career. It is the stepping-stone to where a person will be in a few years. Not only it shapes a person, but it also represents a highly significant life stage. I learned a great deal during my internship and improved myself throughout the semester. This report includes not only my experiences, opportunities, and difficulties but also my successes. This report is the official summary. It is vital to keep a record so that the authority can learn about my experiences and attest to my knowledge and actions during this period. This report will also summarize how I employ my skills and analytical abilities to address opportunities and complexity in the real world. It comprises information about what I have learned, improved, and produced during my internship as an internee at Grameenphone Ltd. and other thorough details of the program. The report will demonstrate my commitment to my responsibilities. I must submit applications to numerous firms, organizations, and even industries when I enter the workforce. All these organizations and businesses specialize and concentrate on diverse factors. They will hire a candidate who is the most qualified for the position and has expertise in the desired department. A student's internship is a means of education and determining his/her strengths. This report will also enable my prospective employer to examine my personality and skill sets to see if I am the most excellent candidate for a specific function or position within their firm or organization. As it will serve as a basis for evaluating me for future professions, it is a very important and interesting paper.

1.2.Background

I completed my internship as an internee at Grameenphone Ltd., Bangladesh's leading telecommunications services provider. It is Bangladesh's largest mobile telecommunications operator in terms of revenue, coverage, and subscriber base. The company was incorporated on 10 October 1996 as a private limited company. Grameenphone converted to a public limited company on 25 June 2007. The company became stock listed and started trading at Dhaka and Chittagong Stock Exchanges on 16 November 2009. The shareholding structure comprises mainly two sponsor shareholders: Telenor Mobile Communications AS (55.80%) and Grameen Telecom (34.20%). The rest 10.00% of shareholding includes the General public & other Institutions [1]. The location of GPHouse is Bashundhara, Baridhara, Dhaka-1229, Bangladesh.

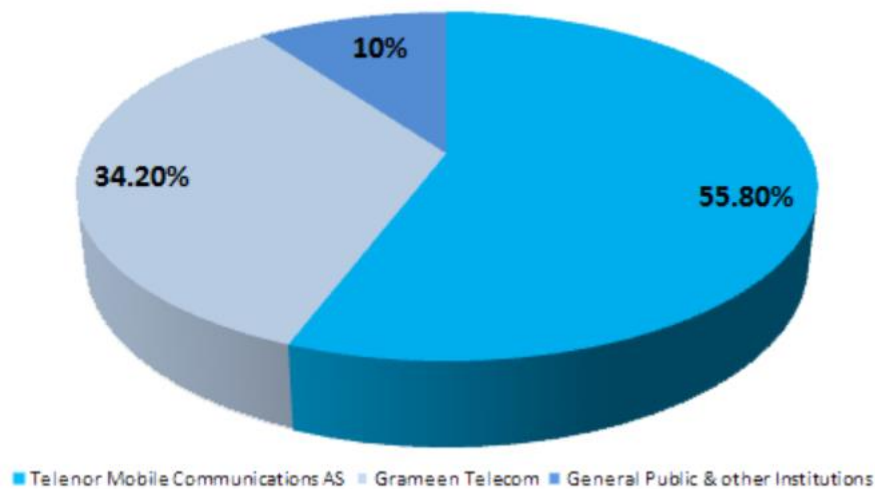


Figure: Shareholder's Percentage.

1.3.Objectives

We are offered the opportunity to work as interns for prestigious companies or institutions to gain experience and insight into our future. This report validly demonstrates my test experience since I acquired knowledge and corrected my faults. My primary objective in writing this report is as follows:

- To impart the knowledge, I gained during my internship.
- To demonstrate to my university and future professions how and what I have gained from this experience.
- To provide reliable verification of my internship so that others can assess my performance throughout this time.
- To demonstrate that I can successfully and conscientiously carry out my current tasks.
- To describe the knowledge and experience I gained from the client meetings.
- To demonstrate the project works and the management of workload that I learned during my internship.
- To describe the software-related knowledge that I gained during my internship.

2. ACTIVITIES

Narrative discussion of the activities undertaken with the report. These activities can be focused on the assigned task by the organization or any interest in the whole organization.

2.1. Work-Related

As an internee at Grameenphone Ltd. I worked with the development team. I have obtained first-hand experience preparing SRS, preparing LLD and learning PHP, MySQL for the back-end development of HR software. End users, who are Grameenphone Ltd.'s employees, faced many difficulties, such as software-related problems, web app-related problems, mobile app-related issues etc. We solved their relative problems with the HR software. If any changes were needed in LLD, I mainly updated the LLD. Besides this, I installed the operating system and required software for back-end related works. My supervisors provided me with enough tasks, and I, therefore, had the opportunity to learn from my mistakes while doing my internship and having direct instruction. I advanced academically and professionally by the time my internship program was over. I will always be grateful to my development and IT Technology teams since they allowed me to express myself and learn about myself. It taught me how to handle users, behave with them, and build an atmosphere so users can quickly ask if they have any issues. I had to be mindful of verbal and non-verbal communication to communicate. As an internee at ESS of the IT division in my company, I had some fixed duties that the supervisor selected

- Completed tasks on due time and worked on them daily.
- Report daily work.
- Discuss new projects or daily tasks with the supervisor.

2.2. Organization-wide

In Grameenphone Ltd. I was an intern at ESS of the IT division. I worked on the OneGP project and did some support work to assist other co-workers. Grameenphone Ltd. has given the responsibility to the development team for developing web-based software and Android and iOS-based app named OneGP that provides services to the employees. It is an HRMS software where end users are Grameenphone Ltd.'s employees. Employees get different types of services and benefits from the HR software.

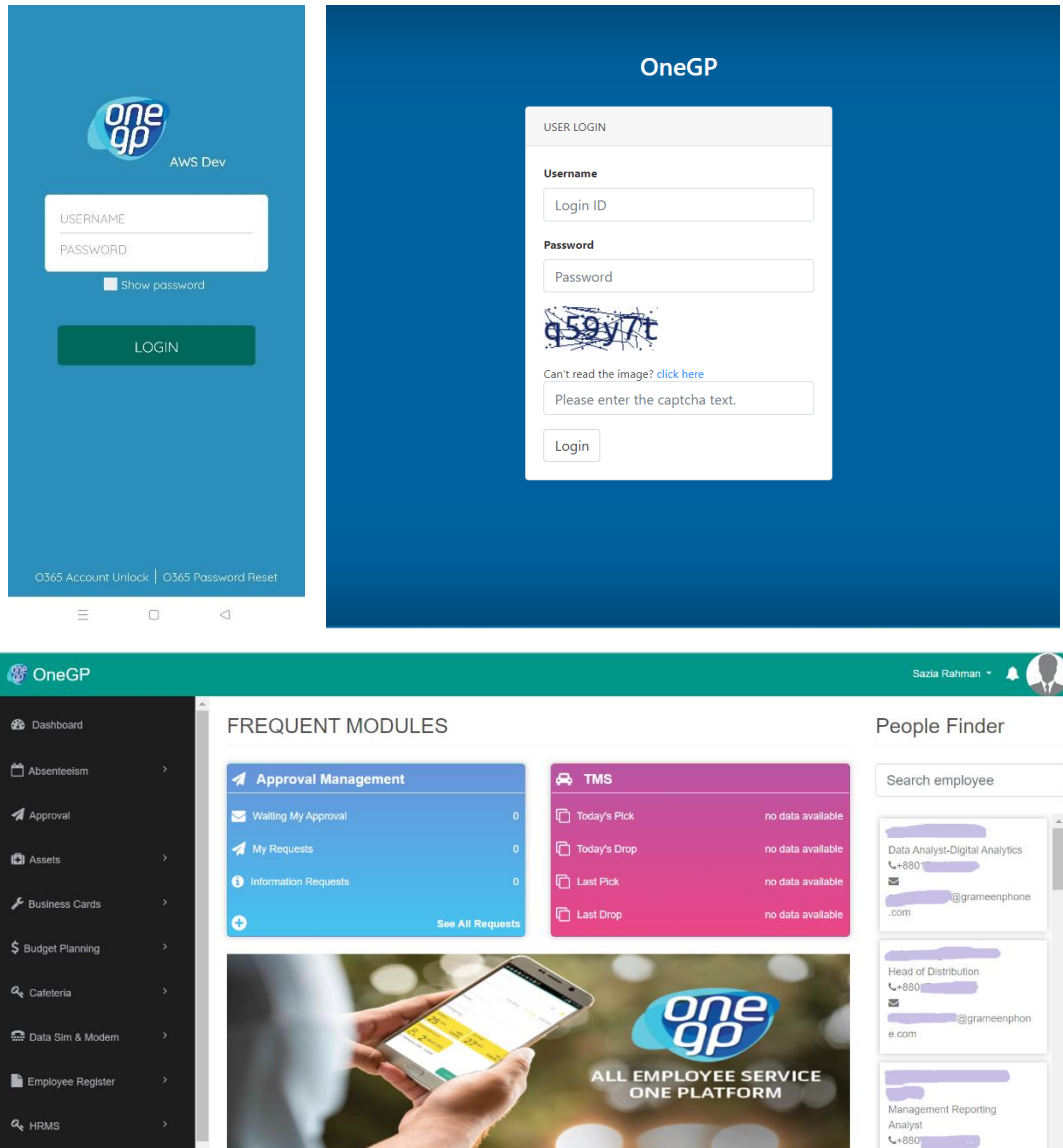


Figure: OneGP Software.

As OneGP is an HRMS software, it is linked with other departments of Grameenphone Ltd., such as employee leave management, budget planning management, daycare, cafeteria, business card, entry-exit, exit management, travel management, payroll, and others. The development team deals and works with all these departments. While working with the development team, employees from different departments came up with their requirements and issues. After any changes in the requirements, I mainly updated the LLD. I also learned PHP, MySQL for the back-end development of the HR software.

2.3. Other relevant activities

I gathered this information besides my work. Communication in the workplace is crucial because it boosts employee morale, engagement, productivity, and satisfaction. Communication is also vital for better team collaboration and cooperation. Effective workplace communication ultimately helps drive better results for individuals, teams, and organizations. I communicate with the different departments for good relations. Sometimes I asked my co-workers about their workload. That is how I gathered knowledge of other departments to understand the industry. What is trending now in the IT industry. Sometimes I sat back with co-workers and talked about their work, how they worked, and how they managed time to do work. I did not know about time utilization. Now I know about time utilization, how to spend proper time, and investment in myself. I also joined several client meetings, which gave me practical knowledge about dealing with clients in a meeting. Overall, during my internship, I learned and gained valuable knowledge and experience about an office environment.

3. CONSTRAINTS/CHALLENGES

Issues and Problems encountered and identified during the internship affiliation with the organization/company.

3.1. Identified/Observed in the Organization

Since the company's establishment, Grameenphone Ltd. has provided a comfortable and healthy workplace for its employees. The environment has a significant impact on a person's capacity for freedom. I have completed my responsibilities as an internee in IT Technology there. The company's basic standards and requirements were honored at that time. I used to prepare myself for each day's office in advance so that I could easily manage the surroundings and learning challenges. I also constantly watched how my supervisor ran his work and handled the pressure.

3.1.1. Time Management

I always tried to be present in the office on time. I always tried to finish my office tasks before the time limit. I get cleared about the tasks from the other developers so that I can finish my tasks accurately and timely.

3.1.2. Communication

If anyone has difficulty while the support, I will do all my effort to assist him/her. When I started solving the issues, they cooperated with me. But sometimes, they showed me their workload and pressures, but they told me those issues needed to be solved as soon as possible, and after that, they cooperated. So, no communication gap creates there.

3.2. Academic Preparation

I was indeed an internee at Grameenphone Ltd. during my internship. As a result, I had to review all my software engineering and web technology-related classes before starting my internship. I also got the chance to witness the undue pressure and difficulties. This experience allowed me to review the skills I had learned. Communicating with new people on departmental problems is typically a nice aspect of the process, even though it is a challenging

field for me as I am new to this. Communicating with teachers on departmental difficulties is a nice aspect of the process, even though it is a challenging field for me. The expertise I gained during my internship will benefit me in my professional career.

3.2.1. Similarities

The things I was given during my internship were quite familiar because I got my undergrad program from American International University-Bangladesh. Since the subjects like Operating systems, Software Engineering, Database, and Web Technology were known to me, I could work there. I had to learn about software development basics for this internship because I could not do work without it. I had to know computer programming in PHP to know how software develops in the back end.

3.2.2. Dissimilarities

There were some variations even though everything was extremely familiar to me, and I had all the necessary things in me. But some things needed to be included, like I had not done programming with CakePHP framework before. My knowledge of PHP and MySQL was not enough before. Because I only worked with Laravel framework previously in the university which was not sufficient. So, I had to put more efforts to learn more about PHP, MySQL. I had never experienced how a big giant company's infrastructure works. So, it was difficult for me to adjust. I was able to carry out my duties properly because my supervisor and colleagues were there to help me.

3.3. Personal/Professional Skills

My understanding of my fields was limited before starting my internship program. Through this program, I could grow my knowledge and talents. Along with developing my abilities, I learned a lot of information to help me become a better person. Throughout the internship, I learned various professional skills, including how to speak in front of large crowds. And how to treat themselves if they have an issue with. Additionally, I learned how to improve professionally while working under the guidance of my supervisor. I learned what it's like to be a software engineer and how to be excellent at it while interning at Grameenphone Ltd. I improved my maturity by understanding the value of duty, regularity, and loyalty to my job. Although these characteristics may not seem significant, they will help me succeed in my

work. Now that I have completed my internship, I understand the cooperate IT profession. My job as an internee at Grameenphone Ltd. requires me to engage with different groups of pupils, which calls for excellent communication skills. There was no issue with my support. Besides, it was difficult for me to adjust to the new environment of an office, but after working there, I gradually improved because of my professionalism. I learned many things from the corporate office. It is only possible by working in a corporate office. I learned how a corporate office is run. I increased my knowledge about the company's infrastructure.

4. ACQUIRED KNOWLEDGE

These are the valuable lessons/knowledge/skills/behavior/practices I have learned or acquired from my internship.

4.1. Consequences to Organization

I value my position as an internee at ESS of the IT division of Grameenphone Ltd. I was confident and excited to begin the internship program because it would help me understand my potential career and envision a life in academia. I have included all relevant information in the report I have written for the internship program. I attempted to learn professionalism from my course instructors during the internship. Throughout my internship, I had numerous interactions with people. I was given the task of aiding instructors with the organization. I aspire to influence the learner in some way. I also improved my time management, office stress management, and communication style skills. I sincerely hope that the instruction I gave the end client solved their problems. They also assisted me since they recognized when to seek advice and support to offer me a conducive setting for learning and instructing. My bosses were supportive in helping me. When I need it, I always get my supervisor's full support and assistance. They assisted me in resolving my issues by pointing out my flaws and blunders, if any. In addition to being engaging, gaining expertise from the other interns was rewarding. As a result, they should have performed well this semester. I would be ecstatic to learn that my activities and contributions helped someone succeed and improve their life. As an internee at Grameenphone Ltd.

I gained an appreciation for the benefits and flavor of serving support. The pupils I supported were very kind, well-behaved, and polite. They possess the majority, if not all, of the traits necessary for success in the world, as a person, in academics, and in the workplace. Additionally, I gained skills in time management, handling stress in the office, and interpersonal communication. The company provides me with a welcoming environment. My managers have helped support me. I always have my supervisor's full support and assistance when needed. They helped me correct my blunders by pointing out my errors and mistakes, if any.

Additionally, it was fun to learn from the other interns. Throughout the internship, I put forth much effort to help people as much as possible. I tried to get to know the pupils. I always tried to understand the issue and provide a solution as quickly as possible. I assisted the group in

keeping its promises to the pupils. This internship, I appreciate my supervisor for assigning me this work. It was a whole different experience for me.

4.2.Implications to University's Internship Program

I had the chance to complete my internship outside the university. I also had the opportunity to see many of the components and features of the students as well as I am also a student. Likewise, lectures might be held to encourage those students in their last year to intern at the institution. However, the most crucial point is that it is excellent if the institution recommends final-year students to various businesses based on their skill sets. Special lectures might be planned even after the internship so the students can exchange ideas and discuss what they have learnt. Counseling is an option since many people are still trying to figure out what to do. Performing it will be better. I learned about specific topics that can be improved upon or changed to provide students with an even better education. I believe that some changes may be made to the internship program at our university to improve its productivity:

- To inform and inspire the students about the coming internship, the university may organize a session or conference before the internship starts.
- The university can arrange a training course or conference before the internship to reassure and inspire the students about the upcoming internship.
- There should be more communication between the supervisor and the students so that the supervisor is continuously informed of how the internship is going. The supervisor may give instructions to the internees to increase a student's performance if they are falling or lagging.
- The university should take the initiative for the students who could not complete the internship within the allotted period. Numerous businesses may receive incentives from the university to hire interns.

4.3.Effects on Personal/Professional Skills

Each student must complete the internship as part of the course requirements for the Faculty of Science and Technology's policy before being considered a graduate. For that reason, I must also successfully finish the internship. Learning new skills is essential to advancing our careers. It diversifies our job options and helps us develop new techniques to keep up with the fast-changing world. Communication, punctuality, and problem-solving skills are keys to a

student's future professional success. I gained valuable time management skills and learnt how to complete assignments on schedule even when little time was left before the deadline. Due to this, I was an intern student doing office 9 to 6, and I had to converse with several employees and colleagues on various topics. I used to be uncomfortable talking to strangers, but now I find it interesting. The goal of this internship is for me to gain practical knowledge so that I can confidently move from an education area to the working world. I have learned a few new skills as an intern at Grameenphone Ltd. that will be useful in my future profession.

Furthermore particular, I have learnt how to tackle problems calmly. For instance, I had to be patient in the office when doing any programming-related work. Working with the development team has been incredibly informative, and I have learned something new daily. My time management, communication, and problem-solving skills have improved. All of this will apply to my future endeavors. The most significant are:

- Critical thinking abilities
- Rapid learning
- Organization expertise
- Planning skills
- Better communication skill
- Challenge abilities
- Working hard until finished work

5. CONCLUDING STATEMENTS

5.1. Summary

These mainly process a significant moment in my life. It documents my experience and represents my time as an internee at ESS of the IT division of Grameenphone Ltd. As an internee at Grameenphone Ltd. I worked with the development team. I have obtained first-hand experience preparing SRS, preparing LLD and learning PHP and MySQL for the back-end development of HR software. I gained a lot of knowledge from my supervisors directly while serving as their assistant and from the responsibilities they provided me. I also gained knowledge from my co-workers in the OneGP project team. They used to help me to complete the tasks which my supervisor gave me. I always maintain good communication with them. Working with them improved my communication skills.

- The team's developers helped me learn about programming in PHP and MySQL, as the HR software was built on the PHP. I was given different types of programming related tasks in CakePHP framework which I used to complete in time.
- I prepared LLD for the OneGP project when any new requirements arrived. I prepared LLD for four modules of the HR software.
- I had to improve my subject matter knowledge and presenting strengths. I also learned about preparing SRS document.

I learned the best way to deal with different kinds of persons. Learned about the company's infrastructure security. In a word, this training helped me become more flexible with complex responsibilities. This evaluation is an exact portrayal of the experience I had throughout my internship. Being an intern at a reputed company makes me feel honored not everyone can do it. I was simultaneously overwhelmed because I had the opportunity to work under the supervision of the General Manager of IT Technology at Grameenphone Ltd. as an intern student. I was taught much about working professionally, maintaining academic standards, managing the office environment, and more. I was also shown how to cooperate with people, deal with them, and communicate with them. Since everything I learned, will be helpful for my upcoming career. Furthermore, I made enough effort to complete the internship.

5.2.Recommendations/Suggestions for Future Strategic Actions

Providing interns with training opportunities soon following their academic careers is extraordinarily beneficial to their development. This internship boosted my self-confidence and equipped me to confront the outside world, allowing me to not only go places but also enhance the prestige of my university. Learning will be significantly enhanced if we can access the connected theoretical course. More industry-specific experience might be gained during the internship if a lecture is arranged, particularly for intern students. And because now is the optimum time to decide, it would be beneficial to enforce suitable recommendations for higher education for intern students only. I appreciate that American International University-Bangladesh provided me with this opportunity. The linked academic courses should significantly improve our knowledge when we can acquire it. If a lecture is scheduled especially for intern students, extra manufacturing expertise might be gained during the internship. It would also be conducive to enforcing proper suggestions for schooling for training to prepare alone, as this is the best time to make a choice. I encourage everyone to take advantage of the opportunities our university provides. I would also like to share my knowledge with our university so they can enhance the alternatives available to us during this program.

5.2.1. Organization

One of the top office facilities in Bangladesh is found in Grameenphone Ltd. Their facility with an intern is outstanding. They had provided interns with ID cards. The company's head office is a very sensitive place. Nobody could enter there so easily, so they needed an ID card. When I had to go to some different divisions for IT support, they used to solve my problems. Sometimes, they did not allow me to work because of the high security of Grameenphone Ltd. Because of this, the work was delayed. The computers they provided the interns were so excellent and easy to use. They give a VM environment in the computers so interns can work with programming and other necessary software. They provided lunch facility, which was entirely free for the interns. I used to go to the cafeteria for lunch. Tea or coffee was free for all interns. The environment of Grameenphone Ltd. is very friendly, and everyone there was very supportive. If I faced any problems, they helped me solve them.

5.2.2. University

Students from the university who participated in the internship program were provided simple industry-oriented instructions to maintain contact over the Internet. We are going to a new environment we needed guidance and instructions. It is better to contact students and know whether everything is going well. I am pretty fortunate that I got to complete my internship at Grameenphone Ltd. It allowed me to get distinct experience episodes of corporate life. Our university could arrange a seminar or workshop for graduating students because transitioning from student life to professional life is often challenging for many students, and many face difficulties getting an internship. If our university looks into this matter, it will facilitate several aspiring students. Working and arranging this seminar before starting internship sessions is a must. My future job will undoubtedly benefit from the internship, which will be much smoother. However, it would have been better if the institution had a separate mentorship structure for all the intern students, and all the intern student groups could have conversations. Several students could not oversee their internships to gain the necessary understanding. It will benefit those who want to enhance their internship if the institution offers virtual classes. If our institution looks at this issue, it will help many prospective students. Before beginning internship sessions, this work and the arrangement of this lecture are essential. On the other hand, the university needs to keep an eye on how the internship time is going and manage more organizations to provide more internship programs for the students.

5.2.3. Personal/Professional

One needs to work honestly, diligently, and with devotion, if he/she wants to have a great job. He/she must remain committed and stay up with the times. His/her work must be completed on time. These are but a few of the most crucial success factors. Participating as an intern greatly increases a student's potential to develop and improve. However, I needed to experience a period of self-development during this time. I was required to take on duties like working for back-end development, supervisor assistance, and any other task our esteemed instructors assigned. My personal growth has caused me to become more aware of my resources, observant, and detail-oriented. Every student who enrolls in internship programs should go through the same process. A new chapter has started. Therefore, I should keep learning new things, keep up with

evolving technologies, and apply them wherever it is practical. Above all, I have chosen to continue my study abroad and rise to the top in the field where I will be employed. And I will keep working to serve my country and use the knowledge I have gained to help it in the future. Almost the entire educational process was taught to me through this internship program. On a personal level, I developed several of my delicate talents, such as speaking, writing, judging, time management, and self-management. I also experienced the highs and lows of teaching. It will be helpful to me if I choose to work in academia in the future.

RECOMMENDATION LETTER



May 4, 2023

To Whom It May Concern

Subject: Completion letter of Internship

We would like to inform you that **Sazia Rahman** has successfully completed her internship program in our organization starting from **February 5, 2023 to May 4, 2023**. She worked in IT under Technology Division and was found to be hard working, keen to learn, and optimistic.

We hope that **Sazia Rahman** found the internship with Grameenphone satisfying and it will contribute to her professional growth.

We wish her all the very best in future endeavors.

With Best Regards,

A handwritten signature in black ink, appearing to be 'A. N. M. Al-Farabi', written over a dashed horizontal line.

A. N. M. Al- Farabi
Head of Employee Experiences
People and Organization
Grameenphone Ltd.

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REFERENCES

- [1] www.grameenphone.com
- [2] <https://www.grameenphone.com/about/discover-gp/about-grameenphone/company-profile>

APPENDICES



Sazia Rahman

Achieving an interesting and challenging job, where I can utilize my degree, knowledge gained in previous academic courses, and interpersonal and technical skills to develop my career and contribute to the welfare of the organization through dedication, hard work, and passion.

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📍 Dhaka, Bangladesh

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🎓 EDUCATION

BSc CSE

American International University-Bangladesh

01/2019 - Present

Dhaka, Bangladesh

HSC

Ideal School and College, Motijheel

06/2015 - 07/2017

Dhaka, Bangladesh

SSC

A. V. J. M. Govt. Girl's High School

2013 - 05/2015

Munshiganj, Bangladesh

📄 THESIS

Beyond the Hype: A Critical Analysis of Blockchain Technology's Potential to Address Supply Chain Issues (08/2022 - 04/2023)

- I along with my three other teammates have done thesis under the supervision of Prof. Dr. Dip Nandi Sir at American International University-Bangladesh.

💼 WORK EXPERIENCE

Intern

Grameenphone Ltd.

02/2023 - 05/2023

Dhaka, Bangladesh

It is the largest mobile telecommunications operator in Bangladesh in terms of revenue, coverage, and subscriber base.

Achievements/Tasks

- Learned PHP and MySQL
- Learned how to create LLD
- Learned how to create SRS
- Learned about client meetings
- Learned other software related works

🛠 SKILLS

Language Skills: C, C++, JAVA, C#, PHP, MySQL

Software Skills: PowerPoint, MS Word, VS Code.

Soft Skill: Strong analytical and Problem Solving Skill, Honest and sincere about time and work.

🏢 ORGANIZATIONS

Grameenphone Ltd.
(02/2023 - 05/2023)

Intern

🗣 LANGUAGES

Bangla

Full Professional Proficiency

English

Full Professional Proficiency

🎨 INTERESTS

Singing

Painting

Indoor Gaming

Playing Chess



References

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