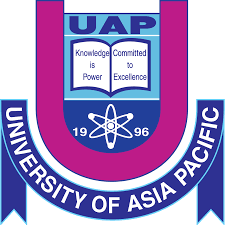
**University of Asia Pacific**

**Dept of Computer Science and Engineering**



Course Name: Industrial Training

Course Code: CSE - 330

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| --- | --- |
| **Company Name** | **Submitted By** |
| *FIFOTech* | *Aiatul Al-Amin Ador* |
| Vision-2021 Tower,  Software Technology Park,  9th Floor, Karwan Bazar,  Dhaka-1215, Bangladesh | ID: 18201019  Section: A, Semester: 4-2  Dept of CSE, UAP |
| Email: info@fifo-tech.com |  |
|  |  |

# **ACKNOWLEDGEMENT**

First of all, I want to thank the University Of Asia Pacific, for arranging the internship program for their students, so that we can get a proper understanding of an actual working environment and increase our knowledge.

I want to thank FIFOTech. They have recruited me as an intern and given me the opportunity to work with them. They have given me a proper opportunity to learn and taught me a lot of things. I also want to thank Md. Nurul Islam, Manager, Operations, and other employees, trainers of the company.

**DECLARATION**

I, hereby, declare that the work presented here is the outcome of the investigation

performed by me under the supervision of Md. Nurul Islam, Manager, Operations at FIFOTech.

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Signature

Supervisor

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Md. Nurul Islam

Manager, Operations

FIFOTech.

# **Introduction:**

Internships allow students to get practical experience in a chosen field of study or business by working for an organization for a period ranging from one to four months. Internships are an excellent way for students to gain practical experience and insight into potential careers. It allows the company to cultivate talent, bring in new viewpoints and enthusiasm, and maybe even build a pipeline for future full-time employees. I worked extensively with my respected instructors, coworkers, and other office staff members during this time. They all encouraged my development and contributed to creating a pleasant place of employment. In addition, the main emphasis of my report will be on the knowledge I gained throughout the industrial training programs that lasted for three months.

## **Company Details:**

**FIFOTech**

Vision-2021 Tower, Software Technology Park, 9th Floor, Karwan Bazar, Dhaka-1215, Bangladesh.

Contract Number: +880 1927 666 222

Email: info@fifo-tech.com

## **About Company:**

FIFOTech is one of the leading BPO service providers in Bangladesh. We provide a full range of IT/ITES services considering customer satisfaction. Our expert Business Process Outsourcing Solutions enrich the client’s company benefits and boost their business process. Being a member of the Bangladesh Association of Call Center & Outsourcing (BACCO), we provide flawless BPO services with our industry expertise and offshore liaison. We also tie up with our International Association Global BPO Alliance (GBA), to ensure maximum value, high quality, and low-cost Business Processing both inshore and offshore. We offer the best solutions across every department in your organization. Our Business Process Outsourcing portfolio includes end-to-end solutions in a customer-friendly and customized manner. With world-class infrastructure, FIFOTech is well-equipped to deliver a 24/7 support system throughout the year.

## **About Internship:**

Position: Industrial Trainee

Internship Duration: 6th Aug 2022 - 15th October 2022

Location: At Office

Working Hours: 10:00 Am—2:00 PM

# **Knowledge and Skills:**

## **Creating Dataset for Analysis:**

Collecting facts and numbers for analysis or reference is known as data.

In today's world, data is one of the aspects of any analysis that is the most significant and useful. We were provided with a variety of various types of scenarios. In response, we gathered the appropriate data for each and built an informative and helpful dataset.

## **Basic of Microsoft Excel:**

A spreadsheet program called Microsoft Excel is used to work with saved data. Users of Microsoft Excel can find patterns in data and classify them into useful groups. Additionally, Excel handles human resources tasks that assist firms in understanding the composition and activities of their staff, such as categorizing hours worked and arranging employee profiles and expenses. So, here I learned about basic data manipulation with Microsoft excel. How to sort data and find the important data, do queries, etc.

## **Use of LinkedIn:**

LinkedIn is a platform where I can present myself and also it gives me the opportunity to develop the connection with many peoples. Here, I can make connections and it gives me the ability to showcase my profile.

## **Digital Marketing:**

We eliminate the guesswork involved in identifying who our customers are by using digital marketing. so that we can target more precisely and personalize communications, we will develop a relationship with our clients by doing this. We develop into much more than a company, we develop into a reliable partner.

## **Facebook Business:**

I may develop my online reputation with the aid of Facebook's business tools, forge deep ties with clients and prospective hires, and boost productivity in general. I got introduced to the Facebook business suite and how to handle a business through social media.

## **Handling Facebook Page & Boosting:**

Facebook page management is far more complex than we anticipated. As social media manager, I must check the privacy of our clients by assigning page roles to the proper individuals.

Facebook-boosted posts are a fantastic technique to increase the effectiveness of a company's posts. And the posts will appear higher on users' newsfeeds once I boost the post, increasing the likelihood that our customers will notice our content.

## **Teamwork:**

In our team, we plan together, work together, discuss different problems and solve it together. It helps me to learn mutual trust and respect for others.

## **Time Management:**

Every day, I maintain my time and try to do my work on time. It helps me to improve my time scheduling.

## **Communication Skills:**

It is essential to keep all the lines of communication open. Giving clear and critical updates that may affect the overall project is an important skill to have. From my supervisor, I’ve learned that all team members should maintain a clear line of communication and collaborate effectively.

# **Conclusion:**

From this industrial training experience, I have gained practical knowledge of how a company truly works and maintains itself, in addition to understanding its environment.

I contemplate my internship at FIFOTech to have been quite valuable, and I am confident that it will have a significant long-term impact on my professional future.