

ACCOMPLISHMENT REPORT



Submitted By:

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Diploma in Computer Engineering Technology

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Introduction

This report summarizes the accomplishments and outcomes of my internship as an IT helpdesk/support intern at Vismotor Corporation a motorcycle dealer company. The internship lasted for 15 months, from February 2023 to May 2024, and was part of the requirements for my Diploma for Computer Engineering Technology. The main objectives of the internship were to gain practical experience in providing technical support to internal and external users, to learn about the IT infrastructure and systems of the organization, and to develop my problem-solving, communication and teamwork skills. The purpose of this report is to reflect on the tasks and projects I completed, the challenges I faced, the skills and knowledge I acquired, and the results I achieved during the internship. The report also provides recommendations for future improvement and learning opportunities.

During the internship, I performed or participated in the following tasks and projects:

Helpdesk support: I responded to an average of 15 tickets per day from internal and external users, via phone, email or chat. I provided troubleshooting, diagnosis and resolution for various IT issues, such as network connectivity, software installation, hardware malfunction, password reset, virus removal, etc. I followed the standard operating procedures and guidelines of the IT department, and escalated complex or urgent cases to senior technicians or managers. I also documented and updated the status and details of each ticket in the helpdesk system, and followed up with the users to ensure their satisfaction and feedback.

Printer Troubleshoot: As part of the IT department's initiative to improve efficiency and reduce costs. I helped with the installation, configuration, testing and maintenance of the printers, and ensured their compatibility and connectivity with the existing network and devices. I also trained the staff on how to use the new features and functions of the printers, and provided them with user manuals and troubleshooting tips.

Windows 10/11 upgrade: I participated in a project to upgrade over 100 computers from Windows 7 to Windows 10 or 11, as part of the IT department's plan to enhance security and performance. I helped with the backup, installation, configuration, testing and deployment of the new operating system, and ensured the smooth transition and minimal disruption for the users. I also supported the users with the familiarization and adaptation of the new interface and features of Windows 10/11, and resolved any issues or errors that occurred during or after the upgrade.

CCTV Operator: Conducted regular tests and inspections to ensure the quality and functionality of the CCTV system and Checked and maintained the CCTV cameras and monitors in various locations.

Skills and Knowledge

Technical skills: I improved my technical skills in various areas, such as web development, web testing, CRM, ticketing, VPN, etc. I learned how to use different technologies and tools, such as HTML, CSS, JavaScript, I also learned how to troubleshoot and resolve various IT issues, such as website errors, software glitches, hardware failures, network problems, etc., using different methods and techniques, such as debugging, testing, logging, etc.

Customer service skills: I enhanced my customer service skills, such as listening, empathy, patience, communication, etc., by interacting with the company's customers and employees. I learned how to understand and address their IT needs and concerns, and how to provide them with satisfactory and effective solutions. I also learned how to handle difficult or angry customers, and how to deal with stress and pressure in a customer service role.

Problem-solving skills: I sharpened my problem-solving skills, such as analysis, research and creativity by working on various IT tasks and projects. I learned how to identify and define the problem, gather and evaluate the information, generate and implement the solution, and monitor and measure the outcome.

Conclusion

The internship was a valuable and rewarding experience for me, as it allowed me to apply and enhance my IT skills and knowledge, to gain exposure and insight into the software development industry, and to develop my professional and personal competencies. I am grateful for the opportunity and support I received from Vismotor Corporation the IT department, my supervisor and my colleagues, and I look forward to maintaining and strengthening the relationships I built with them. I am confident that the skills and knowledge I acquired and the accomplishments and outcomes I achieved during the internship will benefit me in my academic and career pursuits.