Neil C. Balram

70 Grosvenor Avenue,
Nandy Park, East Bank Demerara.

Date of Birth: 31st March, 1998
Marital Status: Single
Telephone Number: (592) 624-5010
Email Address: neil.balram@yahoo.com

Education

2014 to date: University of Guyana (tertiary)

Graduated with the Diploma in Computer Science (Distinction) and due to complete the B.Sc.in Computer Science in June 2018.

September 2009 – July 2014: Bishops' High School (Secondary Education)

Caribbean Secondary Education Certificate, acquiring 11 subjects (9 Distinctions at grade 1 and 2 at grade two)

I graduated as the Valedictorian, with the Best Overall Graduating Student, Best Graduating Student in Business Class, and Top Scorer in Mathematics, including receiving awards for Principles of accounts, Principles of Business, Additional Mathematics and Information Technology. I maintained a GPA of 3.5 throughout my high school student career.

Technical Skills/Strengths

I am highly competent in the following:

Programming Languages: C, C#, HTML, CSS, ASP.NET Framework using MVC, PHP

Software applications: Microsoft Office, Notepad++, Atom, CodeBlocks, Visual Studio, SQL Server, WAMP, MySQL

Operating Systems: Windows 7, 8, 10

Other professional competencies: possess strong analytical and problem solving skills, high level of integrity and respect for diversity, and excellent communication and people management skills.

Experience

September 2016 to May 2017: Tutor, University of Guyana

I serve as a part-time tutor at the University of Guyana to 1st year students where I conduct labs and tutorials with respect to Computer Literacy, Information Technology Fundamentals, Information Management Concepts and Information System Fundamentals.

Serving a tutor has strengthened my inter-personal and presentation skills. When tutoring, I am often asked numerous questions by students and this encouraged a higher level of

thinking as the unexpected can always occur. This opportunity has certainly influenced positively on my academic performance, retention and growth as a student.

July 2016 – August 2016: Integrated Information Systems Intern, Caribbean Community Secretariat (CARICOM)

I served as a paid intern with the Caribbean Community Secretariat (CARICOM) within the Integrated Information Systems Department. During my internship, I have implemented Microsoft technologies namely:

- ASP.NET MVC in C# using Entity Framework Database First Approach
- Visual Studio 2015 using C#
- SQL Server 2014 Management Studio

This internship with the CARICOM Secretariat introduced me to project management where I developed new skills with respect to the development, management and implementation of projects. I conducted a feasibility study and revamped a current software system of the Secretariat for greater efficiency, security and applicability. I developed business requirements, designed, and implemented the reformulated applications to support transactions related to Savingrams and Notes Verbale.

September 2014 – May 2016: University of Guyana

During my Diploma in Computer Science, I gained core knowledge in Software Engineering, Database Management and Client-Side Technologies. I have created websites adapting client side technologies namely HTML, CSS and JavaScript, using Notepad++. I have created databases on web servers such as WAMP using MySQL, and competent in creating effective databases based on the concepts of normalization.

Through my studies at University of Guyana, I have become proficient with CodeBlocks, gaining experience in C programming which includes effective use of data structures and functions.

I have also acquired knowledge in software engineering where I recognized that documentation is important for a computer scientist. I have constantly documented and validated all projects I am tasked with, using best practices learnt.

July 2014: Intern, Guyana Power & Light Company (GPL)

I served an internship with the Guyana Power & Light Company (G.P.L.), Main Street, Georgetown, within the Finance Department. During my internship, I have carried tasks in the following areas:

- Recording and Updating Petty Cash Accounts
- Payroll Transactions
- Verification of Information for Audit purposes

September 2012 – May 2014:

During my time in secondary school, I have gained skills in word processing, financial accounts and business concepts. Examples of word processing learnt are creating and organizing presentable, appropriate documents, manipulating page content and using word processing tools. I was exposed to the use of the Microsoft Office suite at an intermediate level.

I am proficient with Microsoft Office suite including Word, Excel, Access and PowerPoint. I have created Gantt Charts and Payrolls in Microsoft Excel, functional databases in Access, brilliant presentations in PowerPoint, and excellent documentation for projects in Word.

Voluntary Services

Active Member of the Peters Hall Hindu Mandir at East Bank Demerara, Guyana

February 2017 to date: Class Representative for the Bachelors of Computer Science Graduating Class of 2018

As a class representative, I am responsibility to prepare class lists, coordinate groups for projects and submit assignments/projects to the lecturer(s). This duty is allows me to ensure my colleagues are properly represented and more informed about the course(s).

September 2016 to date: Page Editor and Member of the Department of Computer Science/University of Guyana Facebook Page

I am an active page editor and member of the Computer Science Social Media Group that manages the Facebook Page for the Department of Computer Science in the University of Guyana. Here I have ensured that the Department of Computer Science programme is given more visibility within the student population and the public at large by:

- Creating awareness for Computer Science and ICT in Guyana
- Sharing student resources
- Establishing better relationships between current and past students of the department

Link to Facebook Page: https://www.facebook.com/Department-Of-Computer-ScienceUniversity-Of-Guyana-549862378539507/

February 2016: Assistant for Computer Science Exhibition held by the Department of Computer Science

January 2014 – April 2014: Unpaid Tutoring Services to colleagues

During the latter period of my High School years, I have provided voluntary tutoring services to 5th Form students of Bishops' High in the following subjects: Mathematics, Principles of accounts and Information Technology. This has been an extremely rewarding experience

for me as I have contributed to the development of other students and in turn to the image of my High School.

References

Dr. Pauline Yearwood,
Deputy Programme Manager, Transportation
CARICOM Secretariat
Tel: (592) 222 0001 – 75 Ext 2670
Email: pauline.yearwood@caricom.org

Brent Lambert,
Software Developer, Integrated Information Systems
CARICOM Secretariat
Email: brent.lambert@caricom.org

Updated

NEIL C. BALRAM

CURRICULUM VITAE

70 Grosvenor Avenue, Nandy Park, East Bank Demerara
Date of Birth: 31st March 1998

Email Address: neil.balram@yahoo.com
Telephone Number: (592) 624-5010

OBJECTIVE | To excel in an environment of growth and excellence that will provide scope to enhance knowledge as a Software Developer and help in achieving personal as well as organizational goals.

SKILLS & ABILITIES

Languages: C#, PHP, HTML, CSS, ASP.NET, SQL, C/C++

Methodologies: OOP/D, UML, Design Patterns, MVC

Middleware: Internet Information Services, Apache

Databases: MySQL, Microsoft SQL Server

Tools: Visual Studio, IIS, Microsoft Office, Notepad++, Atom, CodeBlocks, Visual Studio, SQL Server, WAMP, MySQL, Adobe Dreamweaver and more.

Professional Competencies: Strong analytical and problem-solving skills; high level of integrity and respect for diversity; exceptional time management skills; and excellent communication and people management skills.

EXPERIENCE | **TUTOR:** DEPARTMENT OF COMPUTER SCIENCE, UNIVERSITY OF GUYANA
SEPTEMBER 2016 – MAY 2017

Conducted labs and tutorials with 1st year students in the following course areas:

- Computer Literacy
- Information Technology Fundamentals
- Information Management Concepts
- Information System Fundamentals

INTERN: INTEGRATED INFORMATION SYSTEMS, CARICOM SECRETARIAT
JULY 2016 – AUGUST 2016

Developed, designed and implemented a Savingrams and Notes Verbale Software Web Application using the following Microsoft technologies:

- ASP.NET MVC in C# using Entity Framework Database First Approach
- Visual Studio 2015 using C#
- SQL Server 2014 Management Studio

Improved on project management skills and conducted a system analysis for the software system being used and a feasibility study for the proposed software application.

INTERN: FINANCE DEPARTMENT, GUYANA POWER & LIGHT COMPANY
JULY 2014

Temporary appointment to appreciate the business environment before commencing tertiary level education. Duties involved:

- Recording and updating Petty Cash Accounts
- Payroll transactions
- Verification of information for audit purposes

NEIL C. BALRAM

70 Grosvenor Avenue, Nandy Park, East Bank Demerara
Date of Birth: 31st March 1998

CURRICULUM VITAE

Email Address: neil.balram@yahoo.com
Telephone Number: (592) 624-5010

EDUCATION

UNIVERSITY OF GUYANA, GREATER TURKEYEN, GUYANA
BACHELOR'S OF SCIENCE IN COMPUTER SCIENCE

(SEPTEMBER 2014 – PRESENT)

Core Modules included:

- Information Assurance and Security
- Object-oriented Software Development
- Software Engineering
- Client-side Development
- Computer Graphics & Image Processing
- Web Application Development
- Structured Programming
- Information Systems and Databases

Maintaining a G.P.A of. over 3.8

BISHOPS' HIGH SCHOOL, CARMICHAEL STREET, GEORGETOWN
CARIBBEAN SECONDARY EDUCATION CERTIFICATE

(SEPTEMBER 2016 – PRESENT)

Acquired 13 subjects (11 Grade Ones, 2 Grade Twos) graduating as the Valedictorian, Best Overall Graduating Student, Best Graduating Student in Business Class, and Top Scorer in Mathematics.
Received subject awards for Principles of Accounts, Principles of Business, Additional Mathematics and Information Technology.

VOLUNTARY SERVICES

ACTIVE MEMBER OF THE PETERS HALL HINDU MANDIR AT EAST BANK DEMERARA

CLASS REPRESENTATIVE FOR COMPUTER SCIENCE'S GRADUATING CLASS OF 2018
(SEPTEMBER 2016 – PRESENT)

As class representative, responsibilities included preparing class lists, coordinating groups for projects and submitting assignments/projects to the lecturer(s). This position assured proper representation of the class and its members.

PAGE EDITOR & MEMBER OF DEPARTMENT OF COMPUTER SCIENCE/UNIVERSITY OF GUYANA FACEBOOK PAGE
(SEPTEMBER 2016 – PRESENT)

Link to Facebook Page: https://www.facebook.com/Department-Of-Computer-ScienceUniversity-Of-Guyana-549862378539507/
Duties included:

- Creating awareness for Computer Science and ICT in Guyana
- Sharing student resources
- Establishing better relationships between current and past students of the department

ASSISTANT FOR COMPUTER SCIENCE EXHIBITION
(FEBRUARY 2016)

Exhibition held by the Department of Computer Science at the University of Guyana

UNPAID TUTORING SERVICES FOR 5TH FORM COLLEAGUES
(JANUARY 2014 – APRIL 2014)

Provided tutoring services to 5th Form students of Bishops' High in the following subjects: Mathematics, Principles of Accounts and Information Technology, which also provided a better appreciation for extensive knowledge.

NEIL C. BALRAM

70 Grosvenor Avenue, Nandy Park, East Bank Demerara
Date of Birth: 31st March 1998

CURRICULUM VITAE

Email Address: neil.balram@yahoo.com
Telephone Number: (592) 624-5010

REFERENCES | **DR. PAULINE YEARWOOD**, DEPUTY PROGRAMME MANAGER
TRANSPORTATION, CARICOM SECRETARIAT

Tel: (592) 222 0001 – 75 Ext 2670
Email: pauline.yearwood@caricom.org

BRENT LAMBERT, SOFTWARE DEVELOPER
INTEGRATED INFORMATION SYSTEMS, CARICOM SECRETARIAT

Email: brent.lambert@caricom.org

LENANDLAR SINGH, SENIOR LECTUER
DEPARTMENT OF COMPUTER SCIENCE, UNIVERSITY OF GUYANA

Email: lenandlar.singh@uog.edu.gy

Caribbean Community Secretariat
P.O. Box 10827
Turkeyen
Greater Georgetown
Guyana

CARICOM

Your Ref:

Our Ref:

21 June 2016

Mr Neil Balram
70 Grosvenor Avenue
Nandy Park
East Bank Demerara
GUYANA

Dear Mr Balram

AGREEMENT OF PARTICIPATION

The Caribbean Community (hereinafter referred to as **"the Community"**) is pleased to offer you an attachment as part of the **2016 Undergraduate/Graduate Internship Programme within the Integrated Information Systems Unit** of the Caribbean Community Secretariat for the period **1 July 2016 to 31 August 2016.** Your attachment will be at the Caribbean Community Secretariat Headquarters in Guyana and is subject to the following terms and conditions:

1. **FINANCIAL PROVISIONS**

   You shall be paid a stipend (in Guyana dollars) at a rate of **EC$951 (Nine Hundred and Fifty-One Eastern Caribbean dollars)** per month.

2. **ASSIGNMENT**

   You shall be assigned to the Integrated Information Systems Unit within the CARICOM Secretariat and be required to perform the duties assigned by and under the supervision of Mr Brent Lambert, Software Developer (Integrated Information Systems).

3. **TERMINATION OF ATTACHMENT**

   During the period of participation in the 2016 Undergraduate/Graduate Internship Programme, your attachment may be terminated by one week's notice on either side. In the event of termination of your attachment, failure on your part to give such notice shall result in your becoming liable to pay the Community a sum equivalent to one week's stipend as damages *in lieu* of the required notice being given. /...

NCB

Mr Neil Balram
21 June 2016

4. **LIABILITY**

No liability shall be attached to the Community for any negligence, omission or default on your part or for any act committed by you in the execution of your Agreement.

5. **INTELLECTUAL PROPERTY RIGHTS**

The title rights, copyright and all other intellectual property rights of whatsoever nature in any material produced, compiled or prepared under this Agreement shall be vested exclusively in the Community.

6. **UNPUBLISHED INFORMATION**

You shall not communicate to any person or other entity any unpublished information made known to you in the course of the attachment except upon the written authorization of the Secretary-General of the Caribbean Community.

Yours sincerely

MANORMA SOEKNANDAN, PhD
DEPUTY SECRETARY-GENERAL
/f/SECRETARY-GENERAL

DECLARATION OF ACCEPTANCE

I hereby declare that I accept this attachment as part of the **2016 Undergraduate/Graduate Internship Programme within the Integrated Information Systems Unit** of the Caribbean Community Secretariat on the above terms and conditions.

..... 05/07/2016.....
NEIL BALRAM **DATE**

NCB

RECEIVED BY
JUL
HUM RESOURCE
MGT

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INTERNSHIP AGREEMENT

Student's Name	**NEIL BALRAM**	**Date of Birth:** **31/03/1998**
Nationality	GUYANESE	**Sex MALE**
Passport No.	R0452044	**Date of Expiry 13 MAR 2019**
Current Position : Title of Post	STUDENT	
Employer/School/University	**UNIVERSITY OF GUYANA**	
Address	**70 GROSVENOR AVENUE NANDY PARK, EAST BANK DEMERARA**	
Telephone Nos.	**School/University:**	**Home: 233-6848** **Mobile: 624-5010**
		Fax **Email:** neil.balram@yahoo.com
Next of Kin Telephone Nos.	**Vedita Balram** **623-8378**	**Fax** **Email:** vedita@roraimaairways.com
Source of total funding for the internship	**FAMILY**	
Have you already served an internship period with the Secretariat?	**No**	
Brief description of your main roles and responsibilities	**I am a versatile, goal-oriented and accountable student of the University of Guyana where my roles and responsibilities relate directly to my studies. I am readily prepared every day to take on challenges, projects and assignments where excellence is the only option. I am punctual to every class or labs that I must attend with my primary motive to acquire the most knowledge from a session. Research has become a main responsibility of mine where I explore professional interests and educate myself on programming paradigms; engineering concepts and information technology systems. I complete my duties as a computer science student fully to the requirements of the university. I make it my responsibility to be acquainted with all the aspects of a team project to improve success. I diligently pursue my studies which have allowed me to maintain a GPA of 3.5, and attempt to advance my Information Technology skills with every task performed.**	
Relevance of Internship to your studies/duties **Please indicate, also, area of study and current year of study, e.g, in 2nd, 3rd, or 4th year.**	**I am a Computer Science student that will pursue my 3rd Year at the University of Guyana in September 2016 to obtain my Bachelor's Degree in Computer Science. This internship will allow me to gain exposure to information and software systems tools and technology in a work-environment where I can cultivate adaptability and gain vast knowledge. An internship at CARICOM will develop me to become more responsive, analytical and accountable for tasks that I will perform. The experience gained from this internship will improve my problem-solving and Information Technology skills which will assist me in the successful completion of my Bachelor's Degree. This internship will enhance my professional profile and allow me to have experience working with a regional organization**	

	with great values and is highly reputable.	
Educational Background -Type of Institution –	From: To:	Qualifications Obtained
University of Guyana	September 2014 – Present	Diploma in Computer Science (GPA of 3.6)
Bishops' High School	September 2009 – July 2014	Caribbean Secondary Education Certificate – Grade One in 11 subjects (9 Distinctions), Grade Two in 2 subjects
Health Condition : Are you in good health(accepted participants will be responsible for any medical expenses they may incur while on the internship)	Yes, I am in good health and do not possess any diseases or irritations.	

Declaration: I certify that the statements made by me in this form are true and correct to the best of my belief

Applicant's signature: NEIL BALRAM Date: 16/06/2016

Endorsement by Head of Department at the University

Total cost of the Internship paid for by the University : Yes : No:
Please tick appropriate response

I confirm that I believe all the statements in this form to be correct

University of Guyana
Office of the Deputy Vice - Chancellor
Planning and Development

Signed _____ Position: HOD (COMPUTER SCIENCE)

Name: LEWANDOWSKI SINGH Organization: U-G

Name of Internship Organization:	CARICOM SECRETARIAT
Unit or Site:	HEADQUARTERS
Location of Internship	TURKEYEN, GREATER GEORGETOWN, GUYANA
Supervisor at Site:	BRENT LAMBERT
Supervisor's Title:	SOFTWARE DEVELOPER (INTEGRATED INFORMATION SYSTEMS)

Supervisor's Phone:	222-0001-75 ext. 2619

Internship Coordinator's Name:	**ABIGAIL OSBORNE**
Phone #:	222-0001-75 ect. 2313
Fax #:	
E-Mail to :	abigail.osborne@caricom.org

Dates of Internship	**Begin: 1 July 2016**	**End: 31 August 2016**

1. **Internship Description:**

Nature and scope of proposed activities:

Tasks to be completed :

- Under the guidance of the Software Developer, assist with the development and maintenance of databases.
- Under the guidance of the Webmaster, assist with the development of the Secretariat's websites.
- Under the guidance of the IT technicians, assist with the IT service and support provided by Integrated Information Systems.

Time frame [including expected date of completion]:
1 July 2016 – 31 August 2016

Expected Final product(s): The intern will be exposed to many new concepts and technologies such as ASP.NET MVC, LINQ, T-SQL, SQL Server 2014, Entity Framework 6, Importance of correct database design, C#.Net, Object Oriented programing, Views (Razor), jQuery, Bootstrap, responsive UI design, Visual Studio 2015 and many others. He will be taught the preceding and then complete a given project using his new knowledge and skills.

2. **Expected schedule of student time in the agency/organization:**

Student work schedule [*hours per week*]: *(normal working hours of CARICOM)*	**Date**
Supervisory meetings: with expected milestones/targets *[between student and site supervisor, minimum of once per week]*	
Meetings will be held daily. The Intern has unlimited access to	
the developer/supervisor. This methodology is the preffered style of guidance, teaching	
or imparting new knowledge, concepts and technologies.	

3. **Project Work Site and Resources:**

Specify arrangements for student work space in agency
[If applicable] Please Specify arrangements for student access to information, personnel, data, data processing, and other materials necessary for completion of any projects. If special permission is required for access to data, records or clients, how will such permission be arranged?

4. **Student Responsibilities in carrying out the project:**

By the end of the internship the student would have completed each of the tasks assigned to him. The student will also maintain strict confidentiality with respect to any information that the Integrated Information Systems (IIS) Unit permits access to. The student also agrees that wok undertaken will remain the property of the Secretariat.

5. **Site Supervisor Responsibilities in supervising the project:**

The site supervisor commits to ensuring that the student is provided with adequate resources to complete the tasks assigned. These resources include an office space, internal access and access to all relevant information.

The supervisor will also meet with the student regularly to discuss his work and to ensure that the tasks assigned are being done in a satisfactory manner

Agreement

I have participated in the development of the internship proposal and agree to conditions specified above. If it becomes necessary to change any of the specified conditions, I agree to make the changes in conjunction with the Site Supervisor whose signatures appear below.

Student:	*Neil Balram*	*Date: 16/06/2016*
Site Supervisor:	Brent Lambert	*Date* 29-Jul-2016

Original to:	The Unit/Site Supervisor	☐
One Copy to	Student	☐
One Copy to	CARICOM Secretariat Head Office, Georgetown	☑

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Internship Report 2016

Intern: Neil C. Balram

Department: Integrated Information Systems

Supervisor: Brent Lambert

Internship Coordinator: Abigail Osborne

Date: 31st August, 2016

Acknowledgements

I would like to express my gratitude towards Mr. David Chan, Mr. Derrick Agdomar and Mr. Brent Lambert of the Integrated Information Systems Department. Working under the supervision of Brent Lambert has given me the most invaluable experience which will help me improve on my academic and professional life.

Summary of Facts and Ideas

Based on my potential career path and my study in Computer Science, I am interested in Software Engineering and Business Intelligence. It was a great opportunity for me to do a two month internship with the Caribbean Community Secretariat within the Integrated Information Systems Department. This internship concentrated on Software Development within the Secretariat. At the beginning of the internship, I had set several goals and objectives that I must achieve before my tenure is over.

During the course of my internship, several activities have contributed to achieving my goals. Gaining firsthand experience from my supervisor, I learnt about the technologies that are implemented in the CARICOM Secretariat. Through research, I considered the reasons for the technologies used opposed to others. While pursuing my first project (Employee Management System), I used C# programming language in Visual Studio ASP .NET framework and SQL Server Management Studio. This was the introduction to new programming practices and database management skills which I had never been experienced to before. It was also exciting and invaluable to gain experience in some of Microsoft's leading technologies for software development. The purpose of my first project was solely to allow me to become more acquainted and skilled with ASP .NET Framework using MVC, C#, and SQL Server Management Studio. As for my second project, it related directly to the CARICOM Secretariat, where I gathered requirements from Conference Services, and Registry. My second project was based on automating the process of managing Savingrams and Notes Verbale in the Secretariat. I was given this project in the first week of August 2016, and started gathering requirements almost immediately. This project enhanced my interaction, researching and analytical skills. To pursue an optimized system in the Secretariat, I conducted a System Analysis of the current system in use and the requirements needed for the proposed system. This showed me that users change requirements with respect to time, and a person that is gathering requirements must be cooperative, yet firm during this process. During the development process of this software, I had agreed to schedule meetings with Conference Services users that assisted in the Requirement Analysis. This arrangement allowed me to use "Prototyping" to ensure my software will satisfy the users. I learnt that users generally have a misconception to "what they want" from software, and this taught me to be more intuitive when developing the solution. While coding the solution for this project, I was introduced to templates in ASP .NET, efficient coding, and encapsulating the current business processes into the software system.

In conclusion, this internship was very useful to me. I have gotten a better understanding of my strengths and weaknesses as it relates to being a better software developer and better person. I gained new and extensive knowledge in software development, and interacted with many persons; some that have now become inspirational as I continue my academic and professional life. I got an insight into the work of a software developer. The developer must be very analytical to provide useful solutions for problems, and must be knowledge-driven to ever become successful. Lastly, this internship has given me so much exposure and motivation to pursue a

career in Software Engineering. To prepare myself for my future career, I plan on continuing to excel at my academic studies, and also use what I have learnt from the Secretariat to develop my professional skills and assist me in becoming an exceptional Software Developer.

Introduction

This report is a short description of my two month internship at the CARCIOM Secretariat for the period of July – August 2016. Since my professional interest is Software Development/Engineering, I was supervised by the Secretariat's Software Developer, Brent Lambert.

At the beginning of the internship, I formulated several learning goals and objectives that I wanted to achieve. These are to:

- Enhance my knowledge on Database Management and its vital roles within an organization.
- Gain experience on how software is designed, created, implemented and managed in the Secretariat.
- Acquire skills in developing software for large-scale use
- Enhance my analytical and problem-solving skills
- Expand my knowledge on software system tools in the work-environment
- Enhance my communication skills
- Learn and Implement research methodologies
- Gain experience in the I.T. field and working environment

This internship report contains:

- Internship activities
- Reflection of the internship

Description of the Internship

Internship Activities

During the course of my internship with the CARICOM Secretariat, I have pursued two projects; one of which was an introductory project to get me acquainted with the technologies used and implemented, and the second project relating directly to one of the Secretariat processes.

Project 1: Employee Management System

My first project was given from my supervisor Brent Lambert to create an Employee Management System with the following functionalities:

- ✓ User Registration
- ✓ User Log In
- ✓ Displaying Employee, Address and Job information for Users
- ✓ CRUD operations on Employees, Addresses, Jobs accessible from Admin accounts
- ✓ Validation of User input and operations
- ✓ Mobile responsive User Interface

This was my first project using ASP.NET MVC, C#, SQL Server Management studio and Visual Studio. Through research and assistance, I created a simple web application that met the requirements given by my supervisor. This project's purpose was based to expand my knowledge of programming paradigms and methodologies and to develop my analytical and development skills.

Project 2: Savingrams and Notes Verbale Web Application

My second project began in the first week of August where I was assigned to revamp a current system in use by the Secretariat. The CARICOM Secretariat dispatches Savingrams and Notes Verbale. To be aware of the current system in place, a System Analysis was needed to be done. I gathered information for my System Analysis from users in Conference Services and a user in the Registry. The Savingrams and Notes Verbale process is normally done through email, where a person would create the Savingram/Note Verbale from an existing template in their computer and email it to Conference Services for editing and changes. After Conference Services is finished editing it, the document is sent for approval from the Secretary General's office, Deputy Secretary-General's office or a director in the Secretariat. After approval, the document is sent back to Conference Services to be dispatched to Member States or requested recipients. All of the documents are normally stored in the file management system (provided by Windows).

To create a proposed system, I conducted a Requirement Analysis that provided me with the necessary functions that were needed in the system. I took three (3) days to develop my Requirement Analysis and started the development afterwards. My proposed Savingrams and Notes Verbale System was to automate current processes dealing with these documents as to allow users to create Savingrams and Notes Verbale through the web application where users in Conference Services will be able to use the same system to edit and update the documents. Persons who are required to approve the document will log into the web application and approve electronically. This eliminates the process of sending E-mails around the entire Secretariat to edit and approve Savingrams and Notes Verbale.

To ensure that my project was progressing as planned, I arranged meetings with users from Conference Services to view the development stages of the web application.

Technologies and Concepts Learnt/Implemented

For both project attempted, I used the following technologies listed below.

- Microsoft Visual Studio
    - Installation and Set-up of latest Version of IDE
    - Creation of projects
    - Building and Debugging Solutions
- ASP.NET Framework
    - ASP.NET MVC using Database First Approach
        - Creation of Models, Views and Controllers
        - Entity Framework
        - ASP.NET Identity
        - Authentication and Authorization of Users and User Roles
        - Bundling and Minification
    - User Interface in ASP.NET Framework
        - View Models
        - Bootstrap, CSS
        - Validation and Verification of data
        - Implementing CARICOM Standard Colors and Logo
        - Importing Plug-ins to enhance web applications –Rich Text Editor, Date Picker
        - Reading Related Data using Entity Framework
    - ASP.NET Web Forms and Reports
        - Templates to encapsulate database records
- IIS Server
    - Hosting web application on server
- Microsoft SQL Server Management Studio
    - Creation of Database, entities and relationships
    - Granting/Denying Permissions [server roles, database roles]
    - Creation of Views in SQL Server
    - Using SQL Server functions and queries
- C# Language
    - Introduction to C# syntax
    - Introduction to important concepts of Object Oriented Programming Language
    - Introduction to LINQ
    - Creation of classes, objects and properties
    - Deployment of ASP.NET MVC and ASP.NET Identity Framework in C#
    - Data Validation

- Data Authentication and Authorization
- Implementing Business Logic to encapsulate the business processes
- CRUD [Create ,Read ,Update ,Delete] Operations on Database

Reflection on the Internship 2016

Through this internship, I have learnt what my core strengths and weaknesses are, and what can be done to eliminate my weaknesses by strengthening my skills.

- **Working in a Regional Organization and gaining experience in Information Technology -** At the beginning of this internship, I had neither substantial work experience nor experience in the I.T. field. Working at the CARICOM Secretariat has given me exposure to how Computer Science and Software Development particularly impact an organization's efficiency and effectiveness. Before this internship, I relied on the theoretical studies I had gotten from my academic life, but now I have gotten to practice some of what I learnt from my classes at university. In going forward, I will relate what I learn to that of the work-environment. Meeting persons in the Secretariat has encouraged me to become more intuitive and self-driven. I was able to experience how persons work in different circumstances and how to manage my time more efficiently. I am now more eager to succeed when completing my academic studies.

- **Gaining vast and invaluable knowledge in the Integrated Information Systems Department -** When I started this internship, I was introduced to many new technologies which I recognized are vital to me as a software developer. At the University of Guyana, students are normally not exposed to Microsoft technologies. When I was knowledgeable about what technologies CARICOM use, I started my researching and practicing to learn more. I personally think I will continue to use the technologies and methodologies used in this internship because I clearly see the benefits of these development tools compared to others (some learnt at University of Guyana). I was allowed to learn about the .NET Framework, SQL Server and C# where I can now expand my knowledge and also try my best at promoting it in the University of Guyana.

- **Enhancing my Communication and Interactive skills** – During the second month of the internship, I carried out interviews and informal meetings/discussions that assisted me in my project. That process gave me an insight to the user-developer gap and how it is the responsibility of the software developer to obtain the most information he/she can for a specific problem. As a budding computer scientist, this strengthened my communication skills where I learnt that the software developer must ask specific questions that will provide clear and indecisive answers. This showed me that the use of words is very important. In continuing my studies, I will be cautious as to the lingo I use when gathering requirements and generally when interacting with someone who is not in the Computer Science field.

- **Enhancing my Research and Problem-Solving skills** – At the beginning of my internship, debugging code and finding solutions were a bit troubling for me. However, with the assistance of my supervisor, I adapted better ways to researching. By the second month of my internship, I started to get better knowledge when it came to finding solutions online, strategic thinking and gathering user requirements. When I continue into my degree, I am ensured that my enhancing research skills will give me an advantage.

- **Organizing Projects and using Software Methodologies –** As attempting projects in the Secretariat, I have learnt how to be more efficient when it relates to planning, designing and implementing projects. I became very interested in project management as it is one of the core elements in an organization. The experience gotten from the projects done at the Secretariat will help me when I continue to pursue projects in my academic studies. I have learnt that resources are a vital part of projects, and a software developer must know how to manage his resources when pursuing a project. Some of the tools that I was exposed to have underlying methodologies, for example MVC in ASP.NET. I recognized that using Model-View-Controller (MVC) is very efficient and effective when developing solutions. I did learn about the theoretical part of this in my second year at university, but to practice using it in a work environment was really great.

This internship has provided me with so many benefits, much of which will help me to continue my academic studies, others that will improve me when starting a professional career. With my academic studies, I definitely know that I will use what I have learnt at the CARICOM Secretariat to tailor my thinking when developing plausible solutions, and also use the experience gained to assist me in my projects (especially my final year project). This internship also provides a foundation for me as a computer scientist and software developer.

Conclusion

In its entirety, this internship was very useful for me. I gained experience and skills that will assist me in furthering my studies and my future career. I got an insight to what my professional practice will be. I learned about how to manage projects and resources for the betterment of a solution. Relating to my academic studies, I gained extensive knowledge in software engineering, programming and database management. There is a lot more for me to learn. I must do more researching and educate myself more. With the use of my academic studies and personal practice, I will meet my goals.

This internship also assisted me in evaluating my strengths and weaknesses. I learnt what skills are necessary to become a successful software developer and how I can improve on myself to do so. To show my gratitude towards the internship in the Integrated Information Systems Department of CARICOM Secretariat, I plan to promote and assist students at the University of Guyana to learn about the .NET Framework.

16a

INTERNSHIP/ATTACHMENT SUPERVISOR'S REPORT

SUPERVISOR: Brent Lambert

1. Name of Student: **Neil Balram**
2. Student ID Number:
3. Place of attachment: **Corporate Services, Integrated Information Systems**
4. Period of attachment: **1-Jul to 31-Aug-2016**
5. Total number of contact hours spent on internship:
6. Name(s) of supervisor(s) of person(s) on Internship: **Brent Lambert**
7. Describe in detail the activities and programs the student was tasked with during the internship:

The intern was introduced to software or information systems development using Systems/Requirements Analysis, Relational Database design and Web Application development. He was specifically exposed to (i) requirements gathering using Systems Analysis and created Software Requirements Specification documentation for stakeholder signoff that informed the features, functions and Business Logic of the software (ii) robust design and integrity of relational databases by adhering to Referential Integrity and Normalization using Microsoft SQL Database Server, SQL Management Studio, T-SQL and SQL (iii) and web application development using Microsoft .NET Framework, Visual Studio 2015, ASP.NET MVC, ASP.NET Identity, C#.NET, Entity Framework 6, Bundling and Minification, CSS3, Bootstrap, JQuery, LINQ, HTML5, JavaScript and IIS web server. These concepts, technologies and skills were taught to the intern under my guidance by the creation of two projects: an employee dependents web application that manages employees and their dependents for teaching and learning purposes and the creation of a revamped Savingrams and Notes Verbale web application for the Conference department.

8. On a scale of 1 to 5 please rate their performance and conduct. Place a tick in each of the boxes where appropriate

	EXCELLENT	VERY GOOD	FAIR	POOR
Attendance	√			
Number and Quality of tasks completed		√		

Conduct		√		
Level of Professionalism	√			
Value Added to Organisation		√		

9. Please attach note or state any other comments you wish to be considered in the evaluation of the performance of this student while they were attached to you.

Neil needs to significantly hone his research skills. He also needs to sharpen his independent thinking, innovation, thinking outside of the box and systems thinking. Nonetheless, I greatly admire his zeal for learning, taking on new challenges and seeing them to fruition.

Signature: BRENT LAMBERT **Date: 23-Sep-2016**

2017
INTERNSHIP

Directorate of Trade and Economic Integration (Transportation)

Caribbean Community Secretariat
P.O. Box 10827
Turkeyen
Greater Georgetown
Guyana

Your Ref:

Our Ref:

10 July 2017

RECEIVED BY
452
JUL 18 2017
HUMAN RESOURCE
MANAGEMENT

Mr Neil Balram
70 Grosvenor Avenue
Nandy Park
East Bank Demerara
GUYANA

Dear Mr Balram

AGREEMENT OF PARTICIPATION

The Caribbean Community (hereinafter referred to as **"the Community"**) is pleased to offer you an attachment as part of the **2017 Undergraduate/Graduate Internship Programme within the Directorate of Trade and Economic Integration (Transportation)** of the Caribbean Community Secretariat for the period **10 July 2017 to 9 September 2017.** Your attachment will be at the Caribbean Community Secretariat Headquarters in Guyana and is subject to the following terms and conditions:

1. **FINANCIAL PROVISIONS**

   You shall be paid a stipend (in Guyana dollars) at a rate of **EC$951.00 (Nine Hundred and Fifty-One Eastern Caribbean dollars)** per month.

2. **ASSIGNMENT**

   You shall be assigned to the Directorate of Trade and Economic Integration (Transportation) within the CARICOM Secretariat and be required to perform the duties assigned by and under the supervision of Dr Pauline Yearwood, Deputy Programme Manager, Transportation.

3. **TERMINATION OF ATTACHMENT**

   During the period of participation in the 2017 Undergraduate/Graduate Internship Programme, your attachment may be terminated by one week's notice on either side. In the event of termination of your attachment, failure on your part to give such notice shall result in your becoming liable to pay the Community a sum equivalent to one week's stipend *in lieu* of the required notice being given. /...

NCB

Mr Neil Balram
10 July 2017

4. **LIABILITY**

No liability shall be attached to the Community for any negligence, omission or default on your part or for any act committed by you in the execution of your Agreement.

5. **INTELLECTUAL PROPERTY RIGHTS**

The title rights, copyright and all other intellectual property rights of whatsoever nature in any material produced, compiled or prepared under this Agreement shall be vested exclusively in the Community.

6. **UNPUBLISHED INFORMATION**

You shall not communicate to any person or other entity any unpublished information made known to you in the course of the attachment except upon the written authorization of the Secretary-General of the Caribbean Community.

Yours sincerely

MANORMA SOEKNANDAN, PhD
DEPUTY SECRETARY-GENERAL

DECLARATION OF ACCEPTANCE

I hereby declare that I accept this attachment as part of the **2017 Undergraduate/Graduate Internship Programme within the Directorate of Trade and Economic Integration (Transportation)** of the Caribbean Community Secretariat on the above terms and conditions.

NBalram .....
NEIL BALRAM

7/18/2017 .....
DATE

NCB

INTERNSHIP AGREEMENT

Student's Name	NEIL BALRAM	Date of Birth: 31/03/1998
Nationality	Guyanese	Sex Male
Passport No.	R 0452044	Date of Expiry 13 Mar 2019
Current Position : Title of Post	Student	
Employer/School/University	University of Guyana	
Address	70 Grosvenor Avenue, Nandy Park, East Bank Demerara.	
Telephone Nos.	School/University: Mobile: 624-5010	Home 233-6848 Fax Email neil.balram@yahoo.com
Next of Kin Telephone Nos.	Ashley Balram 624-5006	Fax Email gai3_balram@hotmail.com
Source of total funding for the internship	Family	
Have you already served an internship period with the Secretariat?	(Yes)	No
	If YES Please state dates	July 5th, 2016 to August 31st, 2016
Brief description of your main roles and responsibilities	I am a goal oriented student of the University of Guyana where I devote the majority of my time to research and self development.	
Relevance of Internship to your studies/duties Please indicate, also, area of study and current year of study, e.g, in 2nd, 3rd, or 4th year.	I ~~am~~ will be pursuing my 4th year in Computer Science from September 2017. This internship will allow me to build onto the knowledge I have currently. I also plan to develop my ~~inter~~ research capabilities and inter-personal skills. The experience gained will directly assist in the completion of my degree.	
Educational Background -Type of Institution –	From: To:	Qualifications Obtained
University of Guyana	September 2014 - Present	Diploma in Computer Science (GPA. of 3.7)
Bishops' High School	September 2009 - July 2014	13 subjects at Caribbean Secondary Education Certificate
Health Condition : Are you in good health(accepted participants will be responsible for any medical expenses they may incur while on the internship)	Yes, I am in good health and do not possess any diseases or irritations.	

Declaration: I certify that the statements made by me in this form are true and correct to the best of my belief

Applicant's signature....NBahram.....Date ...7/7/2017.....

Endorsement by Head of Department at the University

Total cost of the Internship paid for by the University : Yes : No: ✓
Please tick appropriate response

I confirm that I believe all the statements in this form to be correct

Signed Andreasa Morris-Martin Position: HEAD OF DEPARTMENT, COMPUTER SCIENCE

Name: ANDREASA MORRIS-MARTIN Organization: UNIVERSITY OF GUYANA

UNIVERSITY OF GUYANA
Faculty of Natural Science
Department of Computer Science

Name of Internship Organization:	CARICOM SECRETARIAT
Unit or Site:	HEADQUARTERS
Location of Internship	TURKEYEN, GREATER GEORGETOWN, GUYANA
Supervisor at Site:	DR PAULINE YEARWOOD
Supervisor's Title:	DEPUTY PROGRAMME MANAGER (TRANSPORTATION)
Supervisor's Phone:	222-0001-75 ext. 2670

Internship Coordinator's Name:	ABIGAIL OSBORNE
Phone #:	222-0001-75 ect. 2313
Fax #:	
E-Mail to :	abigail.osborne@caricom.org

Dates of Internship	Begin: 10 July 2017	End: 9 September 2017

1. **Internship Description:**

Nature and scope of proposed activities:
Tasks to be completed : • Under the guidance of the Deputy Programme Manager (Transportation), research, source, gather and collate maritime and air transportation related documents and reports; • Determine and catalog air and maritime documents and reports; • Cull content for development of a database for placement on website • Assist the Webmaster in the design and formatting of the website, should the need arise.
Time frame [including expected date of completion]: **10 July 2017 – 9 September 2017**
Expected Final product(s):

2. **Expected schedule of student time in the agency/organization:**

Student work schedule [*hours per week*]: *(normal working hours of CARICOM)*	**Date**
Supervisory meetings: with expected milestones/targets *[between student and site supervisor, minimum of once per week]*	

3. **Project Work Site and Resources:**

Specify arrangements for student work space in agency
[If applicable] Please Specify arrangements for student access to information, personnel, data, data processing, and other materials necessary for completion of any projects. If special permission is required for access to data, records or clients, how will such permission be arranged?

4. **Student Responsibilities in carrying out the project:**

By the end of the internship the student would have completed each of the tasks assigned to him. The student will also maintain strict confidentiality with respect to any information that the Sub-Programme permits access to. The student also agrees that wok undertaken will remain the property of the Secretariat.

5. **Site Supervisor Responsibilities in supervising the project:**

The site supervisor commits to ensuring that the student is provided with adequate resources to complete the tasks assigned. These resources include an office space, internal access and access to all relevant information.

The supervisor will also meet with the student regularly to discuss his work and to ensure that the tasks assigned are being done in a satisfactory manner

Agreement

I have participated in the development of the internship proposal and agree to conditions specified above. If it becomes necessary to change any of the specified conditions, I agree to make the changes in conjunction with the Site Supervisor whose signatures appear below.

Student: NBalram	*Date:* 10/07/2017
Site Supervisor:	*Date* 11/09/2017 *

Original to:	The Unit/Site Supervisor	☐
One Copy to	Student	☐
One Copy to	CARICOM Secretariat Head Office, Georgetown	☐

* Late Signature is as a result of being out of office.

DPM, Transportation
11/09/2017

CARICOM SECRETARAT

STUDENT ATTACHMENT PROGRAMME

YEAR 2017

Neil C. Balram

8th September, 2017

Transportation

July 2017 – September 2017

University of Guyana

Fourth/Final Year in Computer Science

Acknowledgements

In completing this internship, I have gained assistance from many persons from the CARICOM Secretariat. I am very appreciative to all the employees I met within the Council of Trade and Economic Development Directorate, with incomparable gratitude to my supervisor, Dr. Pauline Yearwood, Deputy Programme Manager of Transportation.

Dr. Yearwood provided very supportive information on all aspects of Transportation in the Caribbean, not excluding the basic mannerism and etiquettes used in Regional and International organizations.

I would also like to express my sincerest gratitude to the members of the Integrated Information Systems department namely: David Chan, Derrick Agdomar, Brent Lambert and Christopher Lawrence, for their continuous support and input into my Internship Project.

Also, I appreciated my fellow colleagues (interns) that were on their internships during my tenure, Ms. Abigail Osborne, and the members of the Secretariat who presented or assisted in the Internship Programme 2017. It is truly a pleasure to meet and make new friendships with self-driven and educated persons.

Throughout this internship, I have liaised with many personnel and found the relations made invaluable, and would like to thank the CARICOM Secretariat wholly for this opportunity.

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Executive Summary

In completing the Internship from July 2017 to August 2017, I have gained invaluable experience at the CARICOM Secretariat where my professional and soft skills were enhanced.

I was assigned to the Transportation Sub-Programme, which is under direct governance by COTED, with my supervisor being Dr. Pauline Yearwood. During this internship, I was tasked in creating a website for the Transportation aspect of CARICOM that would encapsulate all the information relating to and a part of their Sub-Programme. This required me to liaise with experts within the Transportation field, experts within relating fields (ICT and Agriculture), and the Webmaster of the Secretariat (to identify the parameters in which I could have developed).

Overview of the Caribbean Community

Brief History

The Caribbean Community and Common Market, commonly known as CARICOM, was established by the Treaty of Chaguaramas which was signed on 4 July 1973 in Chaguaramas located in Trinidad and Tobago. Initially signed by Barbados, Guyana, Jamaica, and Trinidad and Tobago, the Treaty took effect on 1 August 1973.

A Revised Treaty of Chaguaramas established the Caribbean Community including the CARICOM Single Market and Economy (CSME), and was signed by the CARICOM Heads of Government on the 5 July 2001 in Nassau, Bahamas at their Twenty-Second Meeting of the Conference.

Type of Organization

CARICOM is an organization that is responsible for the economic and social cooperation among its member states. The Caribbean Community contains fifteen (15) full members and five (5) Associate Members. (CARICOM, 2017)

Purpose

CARICOM's main purpose is divided into four pillars: Economic Integration; Human and Social Development, Foreign Policy Coordination and Security. (CARICOM, n.d.)

Accomplishments

CARICOM has created Community/Associate Institutions which are responsible for direct support to Member states in a range of areas (CARICOM, 2017).

Through these institutions, the Caribbean Community has participated in many initiatives and projects, in collaboration with partners, to make noticeable changes for its members, especially in the areas of health, education and youth development.

It was noted that the Caribbean Commission on Health and Development was established in recognition of the importance of health development in the Community. This Commission alerted us of the serious implications of non-communicable disease in CARICOM. Among others, the establishment of a mechanism to control and co-ordinate readiness of Members in the event of natural disasters was accomplished through another Community Institution, the Caribbean Disaster Emergency Management Agency (CDEMA). (Caribbean News Now, 2013)

Overview of Internship Program

COTED and Transportation in CARICOM

I was assigned to the Transportation Unit which is governed by the Council of Trade and Economic Integration (COTED) in CARICOM. As it relates to Transportation, COTED is responsible for promoting and developing policies and programmes to facilitate transportation of goods and services. The Transportation Unit of the Caribbean Community works with stakeholders such as the Regional Transportation Commission, Technical Negotiating Team on Air Services, ICAO and IDB, in carrying out desired operations given by COTED through two focus areas – Air and Maritime Transportation. To achieve all that is set out by these focus areas, the Transportation Unit has categorized objectives into priority areas – "Framework for Effective Delivery of Transportation", "Cost and Sustainability of Transportation in the Region", and "Ease of Travel".

Personal Experience and Assessment

Speaking with no doubt, I believe that CARICOM is strategic in its operations, structured with its delegation of work/tasks, and comfortable as it relates to the working conditions for its employees. Resources such as a working station (cubicle and computer) and necessary stationary were provided within the first week of my tenure. The environment, inclusive of the employees, is very welcoming. I believe that the colleagues I worked with are very intellectually-capable and appreciative of their responsibilities in the Secretariat.

I was required to liaise with many sources within the Secretariat to gather information necessary to completing my project. It should be noted that I faced no reluctance or resentment in gathering this information from employees.

I truly believe that Dr. Yearwood is one of the most competent and professional person I met during my internship at the Secretariat. Dr. Yearwood provided all the necessary documents and reports related to my project while providing extensive remarks about the protocols and etiquettes used in organizations. Her constructive criticism is very enlightening and I was very appreciative for the opportunity I was given.

Objectives of your internship program

In completing my internship, I was expected to produce a comprehensive user-friendly and informative website detailing the Transportation Unit in CARICOM, some included its governance, air transportation, maritime transportation, role in the Strategic Plan 2014-2019 and related establishments (Commission of the Economy, Regional Transportation Commission).

Duties and Responsibilities

During my internship under the supervision of Dr. Yearwood, I was assigned to complete the Transportation Unit's website which would be housed in the Transportation section under the caricom.org website.

In gathering information to complete this project successfully, my primary source of information was Dr. Yearwood. Discussions were done between us at least 3 times a week about the Transportation Sub-Programme and the content we think would be necessary for a website in the public domain. This required my full attention into the unit where I would request many documents, ask various questions and meet with project officers for industries such as Agriculture and ICT who have a direct need for Transportation in the Caribbean. I was also invited to COTED and Transportation meeting lead by Mr. Joseph Cox, Assistant Secretary-General, Directorate for Trade and Economic Integration, where I gained critical insight into the upcoming initiatives and challenges of Transportation in the Caribbean.

Over the period of my internship, I kept adding content into the website to see what are the most necessary and relevant. However, it was alerted to me that there was a procedure for developing a website within the CARICOM Secretariat. This required me to contact Ms. Volderine Hackett (Deputy Programme Manager of the Communications Unit) and Mr. Christopher Lawrence (Webmaster of the IIS Department) who assisted in provided these necessary insights. o the website. Given the nature of the website (becoming a public site), the information and design were both required to be properly structured, and not equivocal. With the formal notice of a website becoming materialized for the Transportation Unit, I started meeting with the webmaster more frequently where he would generally educate me about his operations, provide important advice for development, and discuss his challenges in gathering information for website. In terms of the user-friendliness of the website, we would normally discuss maintaining the CARICOM color scheme, and the preferred presentation of the content based on its nature.

Excluding meetings and discussions with personnel, I would simultaneously develop the website from the code aspect and re-package information received daily. Most of the information collected was confidential to CARICOM. However, it was recommended that re-packaging the information into less specifics would be beneficial for the outside users (public). I would also rewrite certain reports given to me because the information may be too technical and not as understanding for the everyday user. At the end of every week, I would provide a detailed informal report to my supervisor about the activities conducted during the week and our proposed schedule for the following week.

Learning Experiences

In gaining experience at the CARICOM Secretariat, I believe that the Internship Programme for 2017 was very informative and helpful. It detailed some critical learning areas such as Gender Equality, Impacts of Adolescent pregnancies, Protocols and Etiquettes in a working environment, Speech Structure and Impromptu Speaking, and Writing a Winning CV. Not only did these sessions provide important information to us (interns), but it also encouraged us to be more interactive and create better relations among ourselves and the facilitators. Through this programme, I was able to develop my presentation skills, produce a more comprehensive curriculum vitae, and expand my thoughts on the social and economic well-being of the Caribbean and its member states.

From participating in this internship with the CARICOM Secretariat, I have developed both technical skills (in Software Engineering) and soft skills that will be beneficial in my academic studies and career path. Through working on an I.T. based project, I have become more meticulous in my decision making and design concepts. Based on the scalability of the project, I felt the responsibility to put forward my best ideas and produce a website that I would be proud of. With the nature of the internship being on a time constraint (of two months), I decided to make a schedule of activities where I would set deadlines for phases of the project. This enhanced my project management skills and will be very critical in pursuing my final year project at the University of Guyana.

During this internship, I improved my communication skills with colleagues and superiors being able to converse in an intellectual manner which also included educating persons of my proposed website restricting from the use of Computer Science jargon. Through effective communication, I was able to build on my teamwork and responsibility skills. I understood that every person has their duties and a project may never be completed if there is no hierarchy and delegation in the processes. I will cherish the importance of teamwork and responsibility as it will guide my future projects and their successes.

I would say that my most challenging task was creating a design concept to be employed on the Transportation Website. Every website is unique in its own way by wanting to portray what the website it about. The challenge was finding an appropriate, welcoming, standard presentation (design) concept for the website. This would include how the information is structured, the formatting of text and photos, the use of appropriate photos, and enlightening color schemes. To overcome this challenge, I studied the structure, layout and patterns of the CARICOM, ICAO, Ministry of Maldives Transportation, U.S. Department of Transportation and IMO websites. This provided me with some plausible ideas on how Transportation websites should look, the colors usually employed as the theme of the website, and the appropriate photos that can be used.

After gaining this critical knowledge, I discussed my potential design plans with Mr. Christopher Lawrence and came to several possible solutions for the website.

Observations and Recommendations

Based on my experience in the internship programme, I believe that it was very informative and useful to me as an individual interested in enhancing both interpersonal and professional skills.

However, some of the presentations were ambiguous in the sense that the content was broad and in a general scope. I think that the "Basic Protocol and Etiquette" could have been more interactive and interesting. As an intern, I did not get to experience the "Basic Project Management" presentation as it was replaced with "Writing a Winning CV". However, I believe that both are very critical for persons who are now interest in job opportunities. In Speech Structure, we did a group activity which I found very exciting and made me believe that other parts of the programme could have been structured in the same manner.

The CARICOM Secretariat does not inform the general public on all of these initiatives, and if CARICOM decides to be more proactive in their awareness, it will be very enlightening. Educating us (interns) on the "Every Caribbean Woman Every Caribbean Child Initiative" was very interesting as I never heard about it before then. With that being said, I think that the next internship programme (if any) should have more initiatives that persons can relate to.

Conclusion

My internship with the Transportation Unit of the CARICOM Secretariat was very informative. It allowed me to pursue my potential career path in Software Engineer, while enhancing my soft skills in the working environment. I was assigned in creating a website for the Transportation Unit working under the supervision of Dr. Pauline Yearwood with assistance on the technical aspects (of development) from Mr. Christopher Lawrence. In developing this website, I was required to network with persons from various programmes to identify their relations to Transportation in the Caribbean, to gather information about the news, reports and documents about Meeting carried out, and to make a decisive choice on how the website should be developed fully. These tasks enhanced my interpersonal, decision-making, and project management skills.

In conclusion, I would once again like to convey my appreciation for this internship as it allowed me to gain extensive knowledge about CARICOM, assisted in developing my Software Engineering skills, increased my level of professionalism and created new associations with persons of interest.

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CARICOM SECRETARIAT
INTERNSHIP/ATTACHMENT SUPERVISOR'S REPORT

1.	Name of Student:	Mr. Neil Balram
2.	Place of attachment:	Directorate of Trade and Economic Integration, Sub- Programme 7.6: Transportation
3.	Period of attachment:	10 July - 09 September 2017
4.	Total number of contact hours spent on internship:	
5.	Name(s) of supervisor(s) of person(s) on Internship:	**Primary:** Dr. Pauline D. Yearwood (DPM, Transportation) **Secondary:** 1. Ms. Volderine Hackett(DPM, Communications Unit). 2. Mr. Christopher Lawrence (Webmaster, IIS)

HRM
28 July 2017

6. Describe in detail the activities and programs the student was tasked with during the internship:

Sourcing, culling and consolidation of the air and maritime documents and reports of the Transportation Unit;

- **Researched**, sourced, **gathered** and **collated** maritime and air transportation related documents and reports;

Mr. Balram was required to analyze all Transportation reports and documents provided to him to understand the importance of Transportation in CARICOM, the mandates of Transportation given by COTED, and the responsibility of the Transportation unit as it relates directly to the Strategic Plan of 2015-2019. Mr. Balram was also required to participate in meetings relating to TEI to gather information about recent activities about Transportation in the region.

- **Determined** and **cataloged** air and maritime documents, reports and pertinent transportation information for presentation on website;

Mr. Balram was required to provide methods to enhance the appearance of the CARICOM transportation to public users by studying trends that other organizations, such as ICAO and IMO, employed. The intern also created a comprehensive matrix of the areas that will be highlighted on the website given the information gathered.

- Developed a transportation website;

Mr. Balram was tasked with creating an Information Website for the Transportation unit in CARIOM which would primarily give awareness to the general online user. The website should essentially capture:

  - General Overview of Transportation in CARICOM
  - Role of Transportation in other Units e.g. in Agriculture, in ICT
  - Classification of Air and Maritime Transportation focusing on subparts of each – providers in the Caribbean, Ultimate objectives, Committees involved
  - Overview of establishments within CARICOM responsible for Transportation in the Caribbean – Regional Transportation Commission, Commission of the Economy

- Assist the webmaster in the design and formatting of the website.

Mr. Balram was advised to liaise with the webmaster of the CARICOM Secretariat, Mr. Christopher Lawrence, to gain knowledge on developing websites in an organization based on their design standards (CARICOM standard blue in website).

- Provide **weekly reports** about tasks completed and proposed features for **Transportation Website**

7. On a scale of 1 to 5 please rate their performance and conduct. Place a tick in each of the boxes where appropriate

RATING SCALE

1	Unsatisfactory	(Never demonstrates this ability/ does not meet expectations)
2	Poor	(Seldom demonstrates this ability/rarely meets expectations)
3	Average	(Sometimes demonstrates this ability/meets expectation)
4	Good	(Usually demonstrates this ability/sometimes exceeds expectations)
5	Outstanding	(Always demonstrates this ability/consistently exceeds expectations)

	OUTSTANDING	GOOD	AVERAGE	POOR	UNSATISFACTORY
PERSONAL ATTRIBUTES					
Attendance	√				
Punctuality	√				
Dress and Appearance		√			
Conduct	√				
Language		√			
Demonstrated integrity and value	√				
COMPETENCIES					
Communicated ideas and concepts clearly in writing		√			
Listened in an active and attentive manner	√				
Demonstrated effective verbal communication skills		√			
Read and Comprehended well	√				
Problem Solving	√				
Teamwork		√			
Computer Skills	√				
LEVEL OF PROFESSIONALISM					
Completed Tasks on time		√			

Showed Initiative and self-motivation	√				
Showed Creativity	√				
Demonstrated Responsibility	√				
Showed Flexibility on the job	√				
COPING SKILLS					
Coped aptly with the requirements of the assignments	√				
Coped aptly with the job environment		√			
QUALITY OF WORK					
Demonstrated Understanding of Key Concepts	√				
Displayed analytical skills on the job	√				
Asked pertinent and purposeful questions	√				

8. Please attach note or state any other comments you wish to be considered in the evaluation of the performance of this student while they were attached to you.

Mr. Balram was a conscientious worker who was keen to learn new processes. He responded positively to challenges, has a very high IQ and is very passionate about his chosen career discipline, IT. In addition, has demonstrated the capacity to work unsupervised in pursuit of the completion of tasks.

It was a pleasure to work with Neil, as he brought a youthful and positive air to the Unit - indeed, an asset to the organization.

9. Overall Performance

Unsatisfactory			Poor		Average		Good		Outstanding	
0	1	2	3	4	5	6	7	8	9	10
F	D	D+	C-	C	C+	B-	B	B+	A-	A+

Supervisor's Overall Rating: 9 Poor

Supervisor's Signature: **Date: 04 October 2017**

Designation: DEPUTY PROGRAMME MANAGER