ON-THE-JOB TRAINING EQUIVALENT LEARNING ACTIVITIES FINAL REPORT

FOJTRNG - ECEP11

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ACKNOWLEDGMENT

Dear Trainers, Managers and Colleagues,

I would like to convey my gratefulness to you and your colleagues for the excellent OJT which I

have undergone in your company. The skills and knowledge which I have gained throughout

my practical training I perceive as very valuable component in my future career development.

As you know this OJP was part of my educational curricula and therefore I have to thank you

for providing me this opportunity.

I would especially like to thank Training Expert MR. David Ganal for their generous support,

coaching and companionship during my OJT. I shared their expertise with me very generously

and I have learned a lot from them. My thanks and appreciation also to your HR staff mainly

Ms. Ann Pastor for willing to help us, and above all to your good companionship.

Thank you once again for your great support in the successful completion of my OJT.

Sincerely,

Robin Ignacio - National University Manila, BSECE

2015-102088

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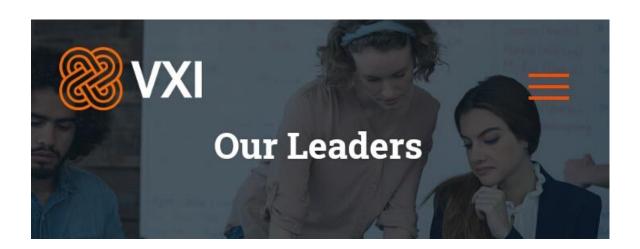
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OVERVIEW/SUMMARY

The essence of this portfolio is to highlight all the skills that I can show in a company whether it was from the previous or for the future companies. It shows what I am capable of as an employee and as a learner. I establish a great sense of commitment with my job at VXI, there were a lot of ups and downs when I was a beginner but eventually as I learn the process, I also learn to love the job and remain positive with the outcomes. So, as I speak there were a lot of mistakes that took place when I was a trainee and even when I was already in the production. The thing is, we are just humans that mistakes is already part of our daily routine. There are a lot of things that we don't know so what we are born to do is to take risk and in that way we can achieved a lot of things even without noticing.

I. ABILITY TO FUNCTION ON MULTIDISCIPLANRY TEAMS

A. ORGANIZATIONAL CHART





VXI's Executive Promise

We're much more than operational excellence. We're relentless passion. We're unstoppable commitment. When you engage VXI, you partner directly with this amazing team.



Eva Wang
Co-Founder/ CoCEO

LEARN MORE



David Zhou
Co-Founder/ CoCEO

LEARN MORE



Charlie Liu President, VXI China

LEARN MORE



Jared
Morrison
Chief Operating
Officer, Americas
BPO

LEARN MORE



Neil Rae
Chief Client
Officer, Americas
BPO

LEARN MORE



Michael
Festa
Global Chief
Financial Officer,
Americas BPO

LEARN MORE



Sean Butler
Chief Financial
Officer, Americas
BPO

LEARN MORE



Eppie Titong
SVP & Country
Manager,
Philippines

LEARN MORE

authority goes from top to the bottom of the list. Starting from the top left is **Eva Wang**. She is the Co-Founder and guiding visionary at VXI. Since co-founding the company in August 1998, under her stewardship, VXI has grown globally to 42 contact center locations and over 35,000 employees worldwide. Prior to founding VXI, she co-founded and served as the President of the Asian American Association, a teleservices marketing company, with David Zhou.

David Zhou on the top right, is the Co-founder and Co-CEO of VXI Global Solutions, LLC, he is primarily responsible for operational steering, strategic planning, investments in new technologies, and key client relationships. David has helped the company grow into a leading provider BPO and ITO services from its humble beginnings in 1998. David holds a Master's Degree in Nuclear Physics from the Institute of Plasma Physics, and an MBA from Pepperdine University.

So, the two of them are the pioneers of these big company which extended it's services around the world.

All the other leaders that under them are managing the countries of US, China, Philippines, etc.

The branches of industries that VXI is specializing are as follows:

- Automotive
- Communication and Media
- Financial Services
- Government
- Insurance
- Retail
- Travel and Hospitality
- Technology

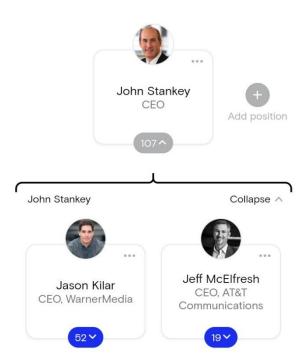
The second company which outsourced VXI for the services that they are providing and the account that I am handling is AT&T telecommunication company specifically under their Mobility Sales and Service.

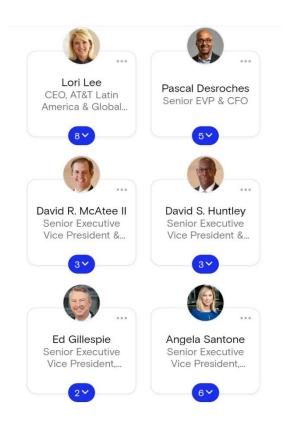


AT&T Corporation, formerly known as the **American Telephone and Telegraph** Company, is an AT&T Inc. subsidiary that offers voice, video, data, and Internet telecommunications as well as professional services to businesses, consumers, and government agencies.

AT&T had a monopoly on phone services for the majority of the twentieth century. The American District Telegraph Company was founded in St. Louis in 1878 as the American District Telegraph Company. [9] Through a series of mergers, it expanded its services to Arkansas, Kansas, Oklahoma, and Texas, becoming Southwestern Bell Telephone Company in 1920, which was then a subsidiary of American Telephone and Telegraph Company.

Now, presenting the leaders of this Corporation starting from the top to bottom.





John T. Stankey (born 1962) is an American businessman who is the CEO of AT&T Inc. and a member of the AT&T Inc. board of directors. He was previously AT&T's president and COO, as well as WarnerMedia's CEO.

Jason Alan Kilar is a businessman from the United States. On May 1, 2020, he was named CEO of WarnerMedia. He previously worked for Amazon and was the CEO of Hulu, a joint venture OTT media service owned by The Walt Disney Company and NBCUniversal.

Jeffrey McElfresh is the current president of DIRECTV Latin America, AT&T Services, Inc. He leads the DIRECTV Latin America operation encompassing activities in all the major territories in the Latin America and Caribbean region. The company's largest operations are in Argentina, Brazil, Colombia, Mexico, and Venezuela. Prior to his current role, McElfresh was responsible for coordinating and overseeing the corporate-wide development of the merger integration with DIRECTV.

AT&T offers a lot of services not just in telecommunications but also in Entertainment. The technology they offer is also top tier. 5G communication is what they offer in the United States for high-speed internet connection. The gadgets include latest models of smartphones, tablets, Laptops and smartwatches. They also have Direct TV connection for letting your Smart TV connected with the worldwide channel coverage. There is also fixed-Wireless where they offer modems for stable internet connection and unlimited internet for American Household.

In my account "Mobility Sales and Service" we took care about the sales of new lines and mobile device. We also do troubleshoot on customer devices and check 5g and 4g coverage areas. We

cater the concerns about customer's billing, payment, mobile plans, and other changes associated with their account.

B. FUNCTIONING EFFECTIVELY IN MULTIDISCIPLANRY TEAM

Strength and Weaknesses

To maximize the effectivity of an employee in his chosen career he/she must first determine his capabilities upon applying for a job. Skills are very important in every career that we chose and it would contribute a lot if we could highlight this on our career start up. Along with these skills, we also need to highlight what we are as an employee. Those Strengths and Weaknesses that defines us, so that the employer will have an idea or a better picture of what we can contribute to the success of the company.

Through the months of applying for a job I realize that these Strengths and Weaknesses should come to us naturally when we are working on something and because of this we can elaborate our own strength and weaknesses.

For me, my strengths are the following:

- Team Player
- Goal Oriented
- Flexibility
- Empathy

My weaknesses are the following:

- Impatience
- Self-Criticism

Let me elaborate this one by one. Starting with my Strengths, the first one is being a "Team Player". During my College and High school days I was on a team that plays the game of chess. I experience how it feels like when you are competing, the learnings that you're going to acquire along the process and whether you win or lose it is really an experience that I can somehow relate on the job that I have now. When our team of agents under Mobility account hits a target sale, we are celebrating as a team and whenever we lose we always got each others back to bounce back on our target.

As a "Goal Oriented" person, I always do things step by step. I accomplish things one by one and trying not to overdo it. There is a saying that "One Game at a Time" which means that we must focus on what is really needed to be prioritized rather than dividing our attention on many goals that we want to achieve in a short period of time.

What I mean when I say, "I am **Flexible**" is can work on a flexible schedule. Even if it is hectic, I always prioritize my job and my body lean towards the commitment of going to work everyday even if there is a crazy schedule.

"Empathy", what I mean by this is that I always show empathy to clients or customers because it is my way of relating myself into their situation. I always put my feet on their shoes. If there are times that they are really upset about our services, we tend to show empathy to them and relate ourselves to them.

Now, it is time to elaborate my weaknesses. First one is "Impatience" what I mean by this is that I lack patient when it comes to achieving something. I want to have the fruits of my labor the easy way. This affects my performance because I do things in a fast manner trying to achieve things faster. So,

now to overcome this I ensure to myself that I deliver excellent service for the clients, and take time to reflect on the things that I already achieve and de-stress myself from time to time.

Second one is "Self-Criticism", During the past year, I've become too critical of myself, always focusing on what more I could have done, instead of what I achieved. I could tell that this was starting to have an impact on my well-being, so I decided to get help from a professional coach, and I can confidently say that it has made a huge difference in my mindset.

II. UNDERSTANDING OF PROFESSIONAL AND ETHICAL RESPONSIBILITY

A. COMPANY MISSION AND VISION, AND CORE VALUES

VXI Global Solutions is a leading provider of business process and information technology outsourcing, offering its clients a wide range of services. Our company specializes in call center and business process outsourcing (BPO), software development, quality assurance testing, and infrastructure outsourcing. VXI, headquartered in the United States, employs 10,000 people worldwide, with offices in China and the Philippines.

VISION

VXI Global Solutions strives to be the best Contact Center and Information Technology Solutions Company in the world every single day.

MISSION

Our mission impacts each transaction and customer contact we manage for our clients.

Our passion to be the best every single day continues to drive our ongoing growth and success.

CORE VALUES

VXI is a Values driven organization. Our Values are;

Excellence: Be the best in what we do. Provide the best product and the most innovative solutions to our customers. Strive for excellence. Hire and develop the best. Career opportunities are in our DNA.

Integrity: Say what needs to be said with respect. Tell the truth. Maintain honesty in every partnership. Be prepared for full disclosure. Manage expectations realistically. Practice personal and collective accountability. Our business is people first.

Teamwork: Agree on a shared vision and work together for a common goal. Treat each co-worker as a customer. Value and recognize diversity. Support and encourage communication. Learn from experiences. Reinforce ideas positively. Challenge each other professionally. Provide structure and leadership. Respect each other. Practice personal and collective accountability.

Inventiveness: We believe in the power of curiosity and proactive exploration to find the greatest potential of an idea or support solution. We never stop asking if things can be better.

Agility: We're receptive and responsive to ever-changing markets, technologies and customer desires, and possess the flexibility to scale from start-up to enterprise-sized challenges.

B. PROFESSIONAL ETHICS

Protecting Information

Maximum level security protocols across the board: that's how seriously we take your business data security and privacy.

Regulation Compliance

We conduct regular internal audits and annual audits by accredited, reputable third parties.

Fraud Prevention

We have a comprehensive fraud prevention program: global ethics committee & hotline, fraud awareness campaigns, QA & RAFM audits.

NDA'S

Every single employee needs to sign a non-disclosure agreement. Your NDA needs to cover the confidentiality of three things: your technical systems (systems, techniques, inventions, patents), business information (customer lists, pricing data, financial data, marketing materials), and customer information (no customer data ever leaves the work space). Signing and understanding that they are legally bound to hold everything confidential is paramount. The staff also needs to know how this will be enforced along with the repercussions if they are non-compliant.

SOCIAL MEDIA ENGAGEMENT POLICY

You have to be certain that your staff knows what they can post on social media in regards to work. They should feel free to post where they work, along with any positive thing about their job and coworkers. However, they cannot post anything representing themselves as the spokesperson of your company, anything slanderous or defamatory, or any content harassing customers, clients, or employees.

BACKGROUND CHECK AUTHORIZATION

If you are not currently doing background checks on employees, you may want to in the future. So, have everyone sign that they agree to this. Making this form part of their onboarding paperwork should help to keep it simple. When an applicant knows that there is a possibility of a background check being done, it may help eliminate some unsavory characters from your center.

A/V RECORDING CONSENT

Your agents probably already know they are being recorded on every call for quality assurance purposes. You aren't trying to catch people doing things wrong. You are trying to keep everyone safe. In order to do so, cameras, with microphones, are often set up in the common areas. Every employee must sign a document consenting to this. No exceptions. Without expressed written consent, if an issue arises, your recordings

may not be admissible. Consult your attorney to be sure you are following all local laws when it comes to recording your employees.

ATTENDANCE POLICY

We use a policy that states each week an employee works their full shift, they can earn the right to increase their base rate of pay. We also explain the policies and procedures for when they must miss work including when they need to bring in a medical note or when they might face a suspension. There should be no gray-area or subjectivity that ever comes into play with these rules. Put your policies on paper and follow them.

DRESS CODE

These will vary by center. There are some centers whose policy is that they have no dress code. While our center is not the norm, we are a shirt-and-tie organization, which comes from working with financial services for so long. Do you have specific guidelines for footwear or head coverings? Is there anything your employees need to know about tattoos or piercings? Personal hygiene should be also be given consideration. Cologne, perfume, scented lotions, and scented hand sanitizers are all things that can trigger allergic reactions, which is why you may want to ask your employees not to use them. Whatever rules you decide, put them in place and enforce them

DRUGS AND ALCOHOL

Regulations regarding drugs and alcohol are ever-changing. Your attorney will be able to advise you if your policies are legal and enforceable. A simple policy stating that workers cannot be under the influence of drugs or alcohol at work should be beneficial. Start there with your attorney. They will be able to advise you on the permissible repercussions which could range from helping the employee find treatment to their termination. While this has never been a big problem for us, we are very vigilant and our reps all understand this. Protect yourselves and consult your attorney to create your policies.

ID NAME BADGES

All employees need to be wearing ID badges. Some call centers have areas with higher security areas. To be PCI compliant you need to be sure that the only people on your floor are the people who are supposed to be there. Along with the policy of always wearing a badge, there need to be policies in place that dictate what happens if a badge is lost. Does the employee pay to replace their badge, or do they get one free

replacement? What happens to their badge when someone is no longer employed with you?

C. CONTEMPORARY PROFESSIONAL AND ETHICAL RESPONSIBILITIES

Our company is committed to providing service excellence to our customers while creating and maintaining a clean safe work environment for ourselves, promoting respect, trust and tolerance of each other's differences. This code defines the parameters within which a rewarding and mutually supportive working environment can be created and is based on the assumption that most employees already uphold these standards of conduct.

1. Honesty

All offers must be stated clearly and honestly so that both parties know precisely what they have committed to and what they can expect in return.

2. Proper Identification

All telemarketing calls should begin with the name of the company on whose behalf you are calling clearly stated, followed by the name of the agent calling.

3. Purpose of the Call

The telephone representative will disclose the principle reason for the call as soon as is possible in the conversation.

4. Hours of Operation

Outbound Calls

Outbound calls to either business or consumer shall not be placed during hours that may be perceived as unreasonable that is before 8:00am or after 9:00pm(local time at called party's location). On Saturdays it is suggested that no calls are placed before 10:00am or after 9:00pm. On Sundays no calls are suggested before 12:00 noon. No calls should be made on public or religious holidays. The telephone representative shall be sensitive to any inconveniences caused during weekend calling.

4a. Inbound Calls

The timing of inbound calls is determined by the customer and the offer or agreement of the service provider.

5. Training

Prior to making or receiving calls, all telemarketing representatives shall receive adequate training in professional telemarketing skills and adhere to recognized practices and procedures including adherence to any and all laws and regulations pertaining to telemarketing.

6. Privacy

Telemarketing technology enables the collection and exchange of personal information on a scale unprecedented in the history of civilization. There is increased potential for violating the privacy of individuals or groups. It is the responsibility of the teleprofessional to maintain the privacy and integrity of all data describing individuals. This includes taking precautions to ensure the accuracy of the data collected as well as protecting it from unauthorized access or accidental disclosure to inappropriate individuals. Procedures shall be implemented to allow individuals to review their records and correct any inaccuracies.

7. Integrity

Honoring one's commitments is a matter of integrity and honesty. For the teleprofessional this includes honoring contracts, agreements, and assigned responsibilities.

8. Respect

Respect for ourselves, respect for others, and respect for our environment.

9. Testimonial

Any testimonial given by a marketer will be accurate and with permission of the original source.

10. Client Privacy

Marketers will remove a customers name from a call list when asked to do so by that customer. Customers who have an unlisted phone number will not be contacted unless they have given consent to do so.

D. PUBLIC HEALTH AND SAFETY

Employee Health and Safety Procedures at VXI Global Solutions

In the first and second part of this feature, we looked at how VXI China began working on WAH solutions when the Covid-19 disaster broke out in Wuhan. Today, we will explore the employee health and safety procedures and communication plan implemented by VXI Global Solutions for protecting workers from exposure to, and infection with COVID-19.

Employee health and safety procedures begin with communication. It also means deploying preventative and sanitary measures in our facilities, social distancing, daily health checkups, and significant education to our global workforce.

The VXI China HR team prepared and delivered cascading communications throughout the organization so that every team member received the same message during the whole crisis. When messages or procedures changed, updated documents were sent to agents and shared with their family members so that they remained safe and informed.

For those now back in the office, the "new normal" means new masks daily and rigid adherence to social distancing. Sites have been reconfigured to provide plenty of space. Temperature checks with thermal scans are required before entering a facility, as is registration and isolation at home if a person is suspected of infection. Above all, hand washing is required and sanitation dispensers are readily available. During off-hours, the facilities are thoroughly cleaned and disinfected.

To date, we had no known positive COVID-19 cases in our VXI China workforce. Knowing this can change any moment, VXI developed a clear protocol for employees should there be a suspected or confirmed case, and cascaded this knowledge across our global workforce to emulate.

Using lessons learned in China

VXI Global Solutions was able to prioritize safe environments via VXI's 10-Point Safety Plan. The company later engaged a strategic U.S. medical director as VXI's health education expert, the only BPO to do so as far as we know.

Next week, in the final part of this feature, we will explore how VXI was able to continue delivering business continuity excellence with our turnkey approach that includes all the tools, software systems, and people necessary to achieve our goals

III. ABILITY TO COMMUNICATE EFFECTIVELY

A. JOB INTERVIEW QUESTIONS

1. Tell me about a time when a project or assignment didn't go as planned. How would you approach the situation differently in the future?

Answer:

"We had a group project last semester that lasted about six weeks. We noticed that one of the group members was not pulling his weight around week four. The work he agreed to do was not being completed. I took command of the situation and called a group meeting to discuss the problem.

That person eventually dropped the course, but by addressing the issue head on, the group was able to divide up our work and finish the project on time.

In the future, I would make certain that the group meets weekly to assess our progress. This would ensure that the project remained on track and that the work was completed."

2. Where do you see yourself five years from now?

Answer:

"I would like to start out in this role as a junior engineer and master the technical skills necessary to move onto a more senior position. From there, I'd like to assist in major projects and hopefully eventually take on a leadership role in the company."

3. Why are you interested in a position with our company?

Answer:

"I want to work for this company because of your commitment to diversity and how you treat your employees with their necessary needs. As a minority, working for a company that values all types of people and experience is important to me."

4. How do you keep yourself organized?

Answer:

"I'm a very punctual and organized person. When I was in school, I also worked part-time and staying organized was critical to make sure I did well at school and met the commitments of my job. I like to use Excel to create project schedules, and my phone calendar keeps me on track."

5. What is your greatest weakness?

Answer:

"I used to have a difficult time speaking in front of large groups of people, which made it difficult when I had to give presentations." I enrolled in public speaking classes to boost my confidence, and now I'm much more at ease speaking in front of large groups."

6. Why should we select you for this position?

Answer:

"I have a great foundation of technical skills that I would bring to the role along with my drive and work ethic. I'm also great with people and am confident I would easily fit in to the organization and contribute to your strong workplace culture."

7. What do you enjoy most and least about engineering?

Answer:

"I really love the design work in engineering, the face-to-face interaction with clients, and the opportunity to see projects come to life. But if I had to pick one thing that I don't enjoy as much, I would have to say it's contract preparation."

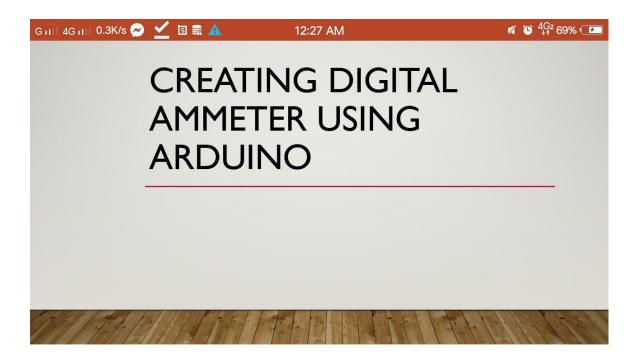
8. What new engineering skills have you recently developed?

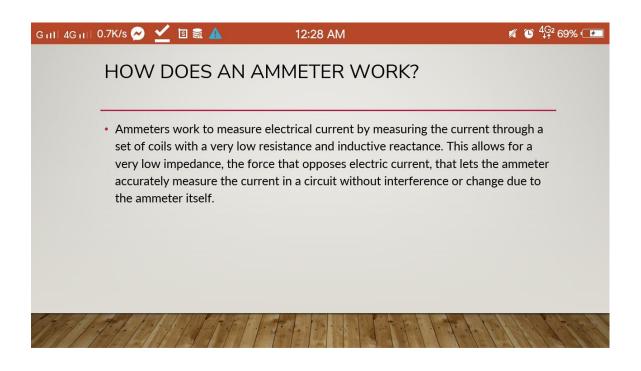
Answer:

"Since graduating, I've been searching for work and also training myself on Coding specifically in Python. Together with my team we are developing our prototype for our thesis with this coding language. I have a basic knowledge of Coding from school, but I thought upgrading my skills would be a valuable investment in my career as an engineer."

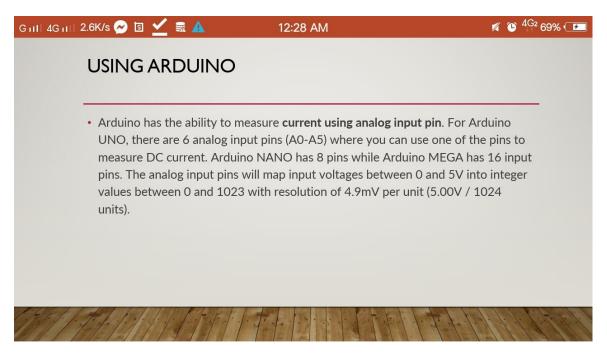
B. VISUAL PRESENTATION SKILLS

This is my PowerPoint presentation for the course Industrial Electronics. This is where me and my group mates presented this as our project. It is creating a digital ammeter with the simulation codes as the main logic behind the ammeter circuit.



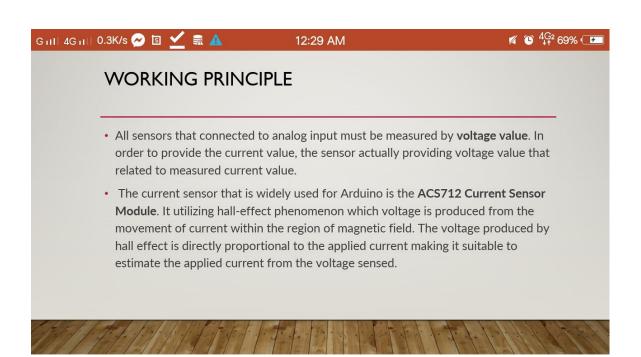




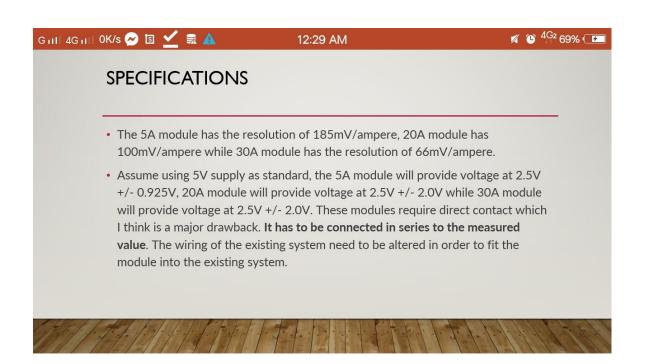




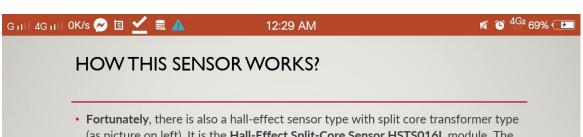




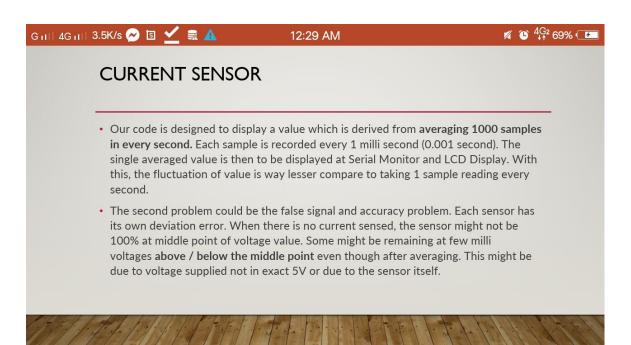


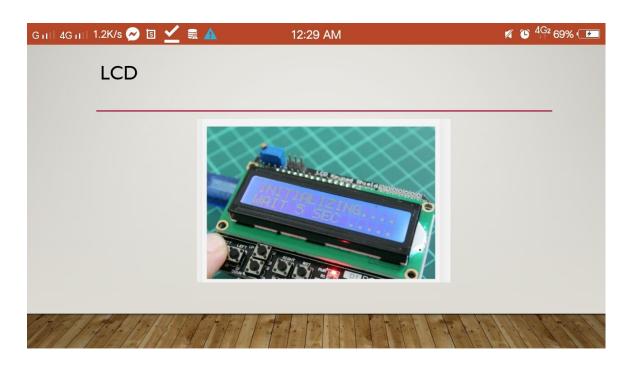


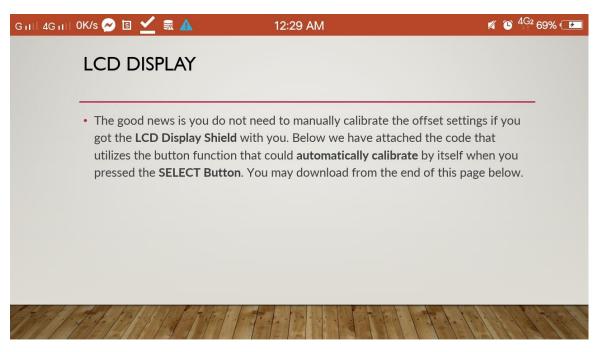


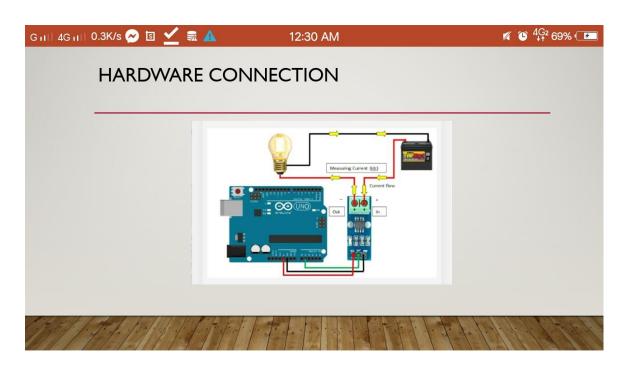


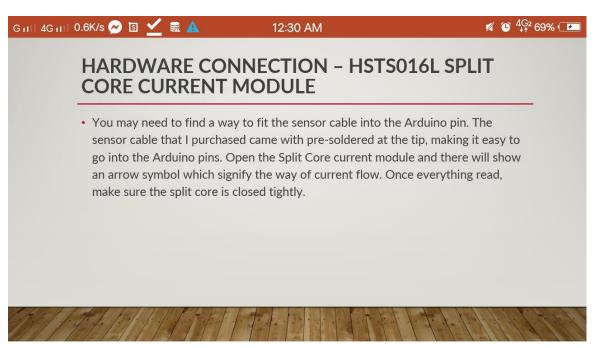
- Fortunately, there is also a half-effect sensor type with split core transformer type (as picture on left). It is the Half-Effect Split-Core Sensor HSTS016L module. The model ranges from 10A up to 200A. With split core current sensor type, not alteration on the existing system required.
- Current sensor is a sensitive sensor. The output reading of the sensor
 produces electrical noises or fake current values even when there is no current
 detected. It is more obvious if the measurement is in a smaller time frame. In order
 to greatly reduce this phenomenon, multiple samples must be taken for averaging
 and initial offset must be done.

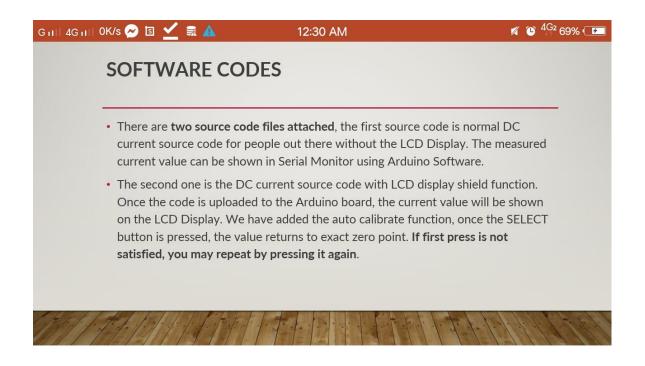












C. ORAL PRESENTATION SKILLS

Link: https://youtu.be/5iKitGJeAZ4



For the oral presentation that I have here, may I present to you this Shark Tank TV show. This show is about pitching your business to the Shark Billionaires and CEO's where you are presenting your bread and butter on their own eyes. What I love about this show is how the Sharks provide their feedback about a certain pitch and how they provide criticism. The criticism that the pitchers are experiencing is part of the improvement of their business.

I may relate to this show because we had also done this pitching in pone of my subjects called "Technopreneurship" where we are presenting our own idea of business and try to sell it to our professors as they act as sharks.

The guy on the video that are facing the sharks is actually pitching a mobile app that is called Brightwheel. This app lets you get on track on your kid's education real time. The parents are more gladly to use this app as it provides lesser stress on how you want to talk to your kids about their schooling. The app will give you a head start on what your kid will take on their studies on a daily basis. The sharks on this presentation are actually impressed on how the guy was able to pitch the product. The guy is somehow confident and able to execute the very essence of their application.

IV. KNOWLEDGE OF CONTEMPORARY ISSUES

A. TOP SKILLS NEEDED IN 2025 (World Economic Forum, 2020)

1. Statistical Programming

My strengths in this subject are my ability to grasp the mathematical concepts in statistics and understanding the logic of the code behind the data presented. My weakness would be the navigation of the tool needed which is SPSS that is used for statistical analysis. The next step for me to get rid of this weakness is to practice creating tables and charts on the SPSS and other tools needed.

2. Communication

My strengths for this aspect are my active listening and my way to communicate effectively like communicating to customers. I make sure that I understand the scenarios first before I make the necessary moves. My weakness would be to explain a lot of things in my coworkers or any other colleagues as this may hinder the flow of ideas that I want to focus on. So, the next time this happens, I'll make sure that I am explaining everything step by step or synchronously.

3. Leadership and Management

When I was taking my thesis subject, I stand and suggest myself as the leader of our group. I provided strategic planning on our thesis from time to time we update the whole group. I consider my decision making as my strength and my time management as these two things are very important for the success of every project. My weakness would be dealing with every idea of my team mates and considering all of it, I sometimes invalidate their ideas but eventually

along the process, I was able to listen and use their feedbacks as part of the solution on every problem our prototype was facing.

4. Data Management

I somehow deal with a lot of data during research subjects. This data is the heart of research. I consider this as a main weapon to enable the researcher to provide a visual representation for the proof of effectiveness of a solution. My strength in handling these is my ability to organize these big chunks of data. My weakness is I spent too much time on cleaning every single data, which is not time saving. My resolution to this is I should study the other data algorithms that is used.

5. Marketing

There were instances that I need to market our proposal in Technopreneurship, and I consider my communication skill as my strength when I presented the product to our investors/professors. My weakness is that I talk a lot of irrelevance during the product presentation. The idea was there but we were running in circles because of irrelevant ideas. So, the next time I should plan the flow of the presentation, every word that I should say counts.

6. Finance

Everyone deals with their financial life in different ways. I always take notes about this matter. I consider myself as not an expert to this. My strength in this are is my ability to plan ahead for the money , and save what is left. My weakness is the ability to generate more income. So, the next time is I should invest to necessary skills that I should have.

7. Sales

My job in the Telco company is troubleshooting and to make sales for our mobile plans and hotspots. We are trained to make a pitch of our products and promotions offered. What I can consider as my strength is my ability to communicate effectively to the customer. I do shotgun approach where I pitch in a more powerful and quicker presentation of the products. I tend to give the best resolution to the customer's problem and pitch in the next part of conversation. My weakness is to explain to the customer the jargons or avoid techy deep words. The next time I should train myself more in presenting to people with zero knowledge about tech stuffs.

8. Computer Programming

In my computer programming subjects, I consider my strength as passionate to this part of study. I am very focus when there is a coding involve in a major subject. My weakness would be I do a lot of things at the same time. It's like I want to study a lot of programming language, but I am a master of none. So, the next time around I want to master the Java and Python for more programming projects that I will take and soon get a job from it.

9. Business Analysis

In the business analytics, it is a crucial part to identify your resources. I consider my strength on staying up to trend. There are a bunch of ideas flowing when you stay up to trend for more business opportunities. In the analysis part, creating business plan is also crucial. The weakness that I can see is to plan many things at a time which is not necessary and just focus on one goal of the business.

10. Machine Learning

Machine learning is a new technology developed for new systems and softwares. I can identify my passion as strength for this field, I want to learn new things to expound my knowledge. My resourcefulness is a strength where I don't stop until I found the best resources for me to understand a topic. My programming skills has a lot of room to improve so, what I can do is to watch videos related to a programming language and learn from it.

B. EMERGING ROLES/JOBS BY 2025 (World Economic Forum, 2020)

1. Data analysts

and scientists

2. Al and machine

learning

specialists

- 3. Big Data Specialist
- 4. Digital Marketing and Strategy

Specialist

- 5. Process Automation Specialist
- 6. Business Development

Professional

- 7. Digital Transformation Specialists
- 8. Information Security Analyst
- 9. Software and Applications

Developer

10. Internet of Things Specialist

There are significant roles that can be used for my chosen field. All of these are related to technology, but some are in hybrid aspect that includes business and marketing at some point.

These are the chosen field that I pick personally that I know it may relate to the chosen course that I have.

• **Data science** - In the world where data is a big deal and literally massive when it comes to technology that surrounds us. In a business perspective, data is organized in a way that it can impact a certain business in the case of collecting information and establishing a model for it. By

the use of comprehensive programming, we may now able to analyze the data and make predictions and solutions from it.

- •Internet of things Specialist In this field where high technology devices is commanded by chips and computers. Electronics Engineers play a huge part on the systems of IoT
- Al and Machine Learning For the development of Al and Machine Learning, you need a strong foundation of programming. Because you are putting a lot of data in a system and use it as a main knowledge of a system to react in a certain process.
- **Process Automation Specialist** Electronics Engineers also play a huge part on this field of Automation. The process itself involves a lot of control systems. These control systems is what we studied in our majors and it is indeed a complicated but yet interesting subject to master.
- **Digital Transformation Specialist** To become this kind of specialist, you need to be aware of the new set of technologies. You need to be updated to the lastest trend and about the cost of every technology that is presented in the market. You need to have a sense of urgency when it comes to developing a new system and adapt to the new ideas of advanced countries.
- Information Security Analyst Cyber security is a main thing for this one. You are protecting a very important information of the company/client that you are employed or outsourced. Technology has a lot of boundaries from time to time and this boundaries is protected by security. In this field, you need to build a solid I.T. infrastructure that is secured.
- **Software and Applications Developer** This is somehow a kind of my thing now. It interest me a lot to develop a website or mobile application. Software is the whole knowledge of a device so, it must be smooth when running. I like the fact that I can execute the program that I created and that's the best thing I can highlight.

The three fields that interest me a lot is **Software and Applications Developer**, **Information Security Analyst**, **AI and Machine Learning**.

These three are very interesting and I want to expand my knowledge in these fields. I want to be a developer soon and learn new coding algorithms and apply it to projects that I want to build. In the case of building an AI, I want to build one that can be use by Business Process outsourcing Call centers. Facebook is actually needing a lot of developers right now for their new projects that is under Meta which is now the name of the mother company.

C. LIFELONG LEARINING

Lifelong learning refers to the process of gaining knowledge and learning new skills throughout your life. Many people continue their education for personal development and fulfillment, while others see it as a significant step toward career advancement.

The examples of lifelong learning include:

- Developing a new skill
- Self-taught study

Learning a new sport or activity

These three examples are the most important lifelong learning aspects for my personal growth. For Developing a New Skill, I consider Programming for Machine learning and Cyber Security are the main knowledge that I want to acquire. These will lead to more career opportunities; I can be flexible enough to build systems that needs backend and front-end programming as well as security.

The second one is Self taught study, where I want to learn a new language by myself and being interactive enough to practice the new language with people who can speak with that language.

The third one is Learning a new sport or activity. I want to learn Tennis as my physical sport. Go to the gym and hit some weights as part of my new activity. Learning new things this way not only benefit us mentally but also physically.

V. TECHNICAL SKILLS TRAINING SUMMARY

Training Title	Organizer	Speaker	Date(s) Taken
BASICS OF	freeCodeCamp.org	Mike Dane	September 5-17 2021
PYTHON			
PROGRAMMING			
CS50's Web	CS50 of Harvard	Brian Yu and David	September 19-25,
Programming	University	Malan	2021
with Python and			
JavaScript 2020			
Object Oriented	freeCodeCamp.org	Jim from	October 10-21 2021
Programming		JimShapedCoding	
with Python - Full			
Course for			
Beginners			
		Anjeanette Clea-Marie	November 5, 2021
DICT-SLSU:	DICT- Department	Reyes	
Cybersecurity	of Information and		
Awareness	Communication		
Webinar	Technology		
SuperMap Al	SuperMap GIS	Jayson Yuan	November 17, 2021
Technologies and		Quin Zhang	
Applications			

For the skills training, I learn a lot of programming stuffs for python where I was able to build a registration for banking system. Also, I was able to build a front-end website that has good design. The courses that I took were all hands-on with technical details. I consider myself new with coding but because of these courses that I took I was able to improve. There are a lot of technology nowadays and a lot of resources to begin with.

For the webinar series I took, I was interested with cyber security and how it affects the world of data management. The big data that we are protecting is the main reason why we need cybersecurity. For AI applications, it affects a lot of business perspective where data is essential.

The input of a system is analyze then feed to a machine which created by these programmers that specializes with machine learning.

APPENDICES

AI (ARTIFICIAL INTELLIGENCE) - It is the science and engineering behind creating intelligent machines, particularly intelligent computer programs. It is similar to the similar task of using computers to understand human intelligence, but AI does not have to limit itself to biologically observable methods.

MACHINE LEARNING - Machine learning is a method of data analysis that automates analytical model building. It is a branch of artificial intelligence based on the idea that systems can learn from data, identify patterns and make decisions with minimal human intervention.

BIG DATA - Big data refers to large, difficult-to-manage volumes of data – both structured and unstructured – that inundate businesses daily. However, it is not just the type or quantity of data that is important; it is what organizations do with the data that is important. Big data can be analyzed to gain insights that improve decisions and provide confidence in strategic business moves.

OBJECT ORIENTED PROGRAMMING (OOP) - Object-oriented programming (OOP) is a type of computer programming (software design) in which programmers define the data type of a data structure as well as the operations (functions) that can be performed on the data structure. As a result, the data structure is transformed into an object that contains both data and functions.

Furthermore, programmers can create relationships between objects. Objects, for example, can inherit characteristics from other objects.

A. COVER LETTER

PIA CASTILLO Accenture Hiring Manager

October 25, 2021

Dear Hiring Manager,

I'm excited to be applying for the Software Engineer position at Accenture PH. As someone who is highly focused and attentive to detail, I thrive on building quality systems that surpass end users' expectations. I'm thrilled at the opportunity to show off my technical expertise and leadership skills as part of Accenture PH expert team.

During my previous role at VXI Global Solutions, as a Telecommunication Account Expert I was in charge of handling customer questions and concerns in a timely and professional manner. By providing impeccable service to clients, I was able to spread enthusiasm and positive word of mouth across the community.

I am also attentive to the need for continued process improvements. When we faced repeated deadline delays due to Quality Assurance challenges, I proposed and carried out the implementation. I also created projects which are essential for this role. The attached project links are provided in my portfolio for your reference.

Thank you for your time and consideration. I'm looking forward to learning more details about the Software Engineer position at Accenture PH. I'm excited about the opportunity to leverage my unique range of skills, and I'm eager to demonstrate my commitment to developing world-class software solutions for Accenture PH.

Sincerely,

Robin Ignacio

B. CURRICULUM VITAE



ROBIN IGNACIO

PROFESSIONAL GOALS

-Seeking an entry-level position to begin my career in a high level professional environment.

 -Secure a responsible career opportunity to fully utilize my training and skills while making a significant success for the company.

SKILLS AND ABILITIES

- Intermediate Coding skills in Python, c++, and Matlab
- Basic understanding in software development
- Intermediate skills in Electronic Circuit Design
- Basic Troubleshooting skills
- Problem solver
- Working knowledge in Start-Up Businesses
- · Intermediate skills in Microsoft offices.

CONTACT ME AT:

Email: garobignaciosky70@gmail.com Phone: 0912-879-5496 Facebook: robinignacio.397 Address: 130 Area 4 Sitio Payong Matandang Balara, Quezon city

ACADEMIC BACKGROUND

NATIONAL UNIVERSITY - MANILA

Completed 4 years of the course Bachelor of Science in Electronics Engineering - June 2015-2021

- -Member of National University Integrated Electronics Engineering Society (NUIECES) 2017-2021
- -Active member of I.T seminars of NUIECES like "EXCELSIOR 2019. Elevating Electronic Expertise Embodying Engineering Excellence (2017)
- One of the proponents of Research
 Development Prototype titled "Integrating
 Fingerprint Scanner in a log Device for
 Establishments: A Digitalized system for
 Contact Tracing Records"
- -Member of Technopreneurship Course developing Start-Up Businesses (2021)
- -Varsity player for National University Men's Chess Team
- -UAAP SEASON 78 Chess Team Tournament Champions (2016)
- -UAAP SEASON 79 Chess Team Tournament Champions (2017)

NAZARETH SCHOOL OF NATIONAL UNIVERSITY

Graduated Highschool - June 2015

- -Varsity player for National University Juniors Chess Team
- -UAAP SEASON 76 Chess Team Tournament Champions (2014)
- -UAAP SEASON 77 Chess Team Tournament Champions (2015)
- -UAAP SEASON 77 Chess Team Gold medalist Individual Category (2015)

INTEREST AND HOBBIES

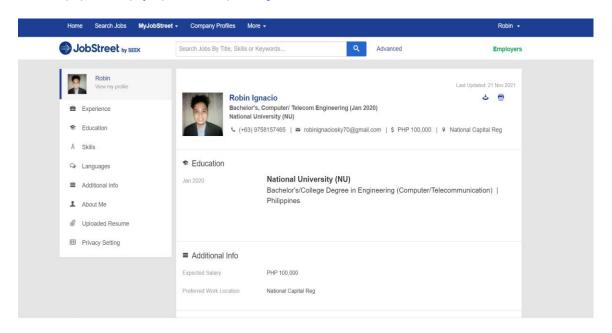
I enjoy playing Chess, Watching movie, series and Read stuffs about science. I also love playing guitar. Coding is also my hobby.

C. PROOF OF JOBSTREET AND LINKEDIN ACCOUNT/PROFILE

JOBSTREET PROFILE:

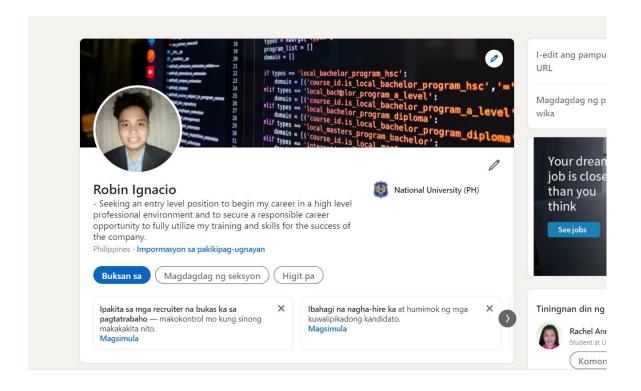
LINK: https://myjobstreet.jobstreet.com.ph/resume/preview-

resume.php?x=ivmp0jhap8uvhf4saql8th27g7



LINKEDIN PROFILE:

LINK: https://www.linkedin.com/in/robin-ignacio-33a1b2219/



D. RECOMMENDATION LETTER

November 04, 2021

FROM: MIKALE RIZTON M. ABLIDAS

ECE Faculty, College of Engineering

SUBJECT: RECOMMENDATION LETTER FOR ROBIN IGNACIO

Dear Sir / Madam,

It is a rare privilege to have a student who shows exemplary focus, dedication, and love for the subject. I am pleased to write a letter of recommendation for Robin Ignacio.

Mr. Ignacio is one of the most sincere, hard working and dedicated students of his batch. He has impressed me with her inquisitive mind and ingenious ability to comprehend, analyze and assimilate various engineering concepts. He is a quick learner. His ability to grasp things conceptually and implement them practically is worth to take cognizance of.

I believe that Mr. Ignacio will continue to excel in the future and receives my highest recommendation as a student.

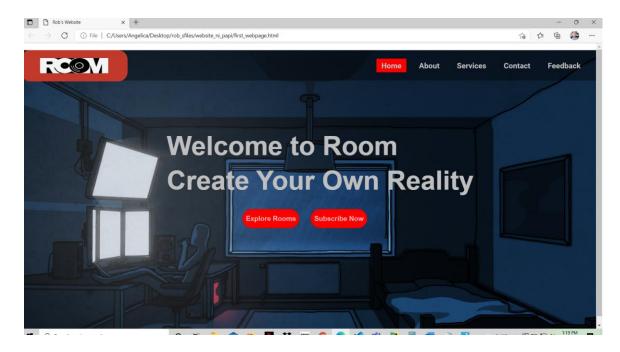
Thank you.

Sincerelly,

Mikale Rizton M. Ablidas

E. PROJECTS CREATED FROM SKILLS TRAINING

WEBSITE I CREATED (FRONT-END ONLY)



Run it via any browsers, here I choose Microsoft edge.

THE CODES FOR THE INTERFACE:

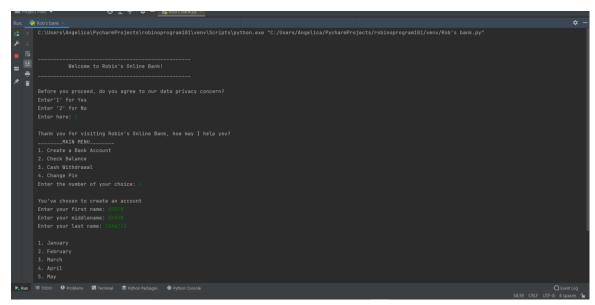
I used the Microsoft Visual Studio code for the IDE of the website. I used HTML for the process.

This is for the style of the website. I used the language of CSS.

FOR THE BANKING SYSTEM I CREATED USING PYCHARM IDE:

These are the codes for the process of the banking system registration.

```
Duty Angles Pichammography Northernoproposal variety (% Noth Seasons variety) (% Nother Angles variety) (% Nother Variety) (% Nother Angles variety
```



These are the process that took place when you run the code in the IDE. An account will be created.

Here is the link for the proof of files for these projects

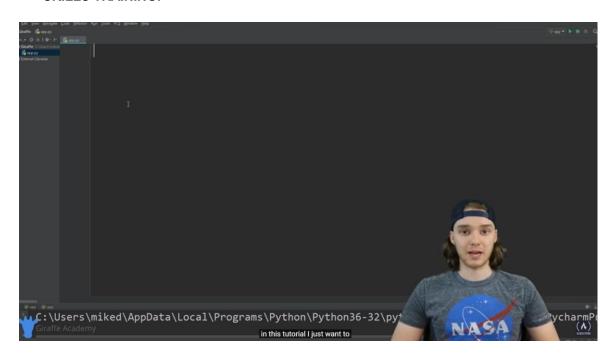
This is under my one drive account that is shared

 $\textbf{Link:} \ \underline{\text{https://nationalueduph-my.sharepoint.com/:f:/g/personal/ignaciorb} \ \ \underline{\text{students}} \ \ \underline{\text{national-$

 $\underline{u_edu_ph/ErzsrC8jcFZCvu7WDnM6GxcB32HpQITJQBGObcsjoVxFfQ}$

F. PROOF OF ATTENDANCE IN WEBINARS/ONLINE TRAININGS

SKILLS TRAINING:



BASICS OF PYTHON PROGRAMMING

```
print(num1 + num2)

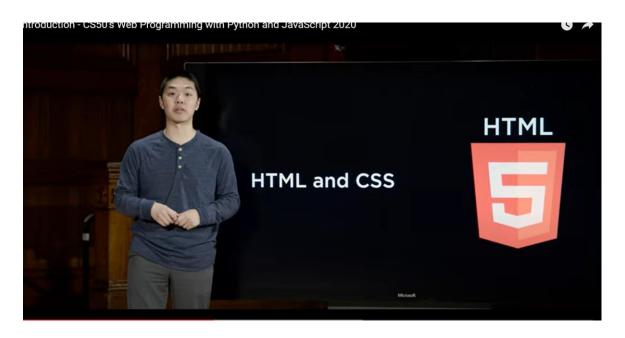
elif op == "-":
    print(num1 - num2)

elif op == "/":
    print(num1 / num2)

elif op == "*":
    print(num1 * num2)

elif op == "*":
    print(num1 * num2)

else:
    print("Invalid operator")
```



CS50's Web Programming with Python and JavaScript 2020 Brian Yu on his introduction for the series of lectures.



OBJECT ORIENTED PROGRAMMING:

```
Object Oriented Programming with Python - Full Course for Beginners
                                    self.name = name
                                    self.price = price
                  10
                                    self.quantity = quantity
                  12
                  13
                  14
                                    return self.price * self.quantity
                               def apply_discount(self):
                  16
                                    self.price = self.price * pay_rate
                  18
                          item1 = Item("Phone", 100, 1)
                  20
                          item2 = Item("Laptop", 1000, 3)
                                             going to work. Because you can either access it from the class level or the instance level as we
```

Object Oriented Programming with Python - Full Course for Beginners

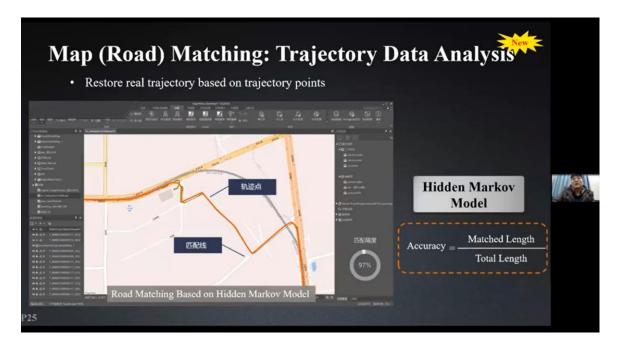
This course helps me take a deep dive on organizing my codes in a much more interpreted way.

WEBINARS:



DICT WEBINAR for cyber security awareness:





SuperMap AI Technologies and Applications - with these I saw a clearer view of AI in the field of advancing technology.