

JOSÉ RIZAL UNIVERSITY
PRACTICUM/ INTERNSHIP WEEKLY ACCOMPLISHMENT REPORT

COMPANY: SUTHERLAND GLOBAL SERVICE	ADDRESS: 12F Philplans Corporate Center BGC	TELEPHONE NO. +63 998 969 0490
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DATE	OFFICE JOB/WORK ASSIGNED PER DAY	NO. OF HOURS WORKED
March 3, 2025	Our task was to transfer system units from the work area to the stockroom while ensuring proper organization. We then counted the available cables, mice, and keyboards, identifying which were functional and which were defective. This process highlighted the importance of maintaining an inventory of computer peripherals. Additionally, we ensured that the system units in production were updated with the latest software and system updates to prevent future issues.	8
March 4, 2025	Our primary responsibility was to reimage multiple PCs for a new production setup. We arranged the computers in an empty room with LAN ports, allowing for efficient mass reimaging. This setup ensured that all systems received the required updates and configurations simultaneously. After reimaging, we conducted standard operating procedures (SOPs) to verify that each computer functioned correctly. This experience gave us practical knowledge of setting up and configuring multiple computers effectively.	8
March 5, 2025	We reviewed the reimaged PCs for the new production setup. While some systems were functioning properly, others had issues, requiring us to reimage them again. Additionally, we troubleshooted network problems, identifying and resolving connectivity issues affecting certain PCs.	8
March 6, 2025	We conducted another check on the PCs in the new production area. Later, we encountered problems in a training room where several PCs could not connect to the internet. Some monitors and peripherals were also damaged, so we worked on diagnosing and repairing these issues.	8
March 7, 2025	We assisted agents in resolving various technical problems, including malfunctioning monitors and peripherals. Additionally, we performed basic troubleshooting tasks such as clearing cache and helped agents unlock their accounts. This task provided us with hands-on experience in technical support and improved our troubleshooting abilities.	8

LEARNING OUTCOME FOR THE WEEK:

This week, I learned how to manage and organize computer equipment, including system units, cables, and peripherals. I also gained experience in setting up and reimaging multiple PCs for production while following standard procedures to ensure proper functionality. Troubleshooting became a key skill as I addressed internet connectivity issues, repaired broken monitors, and assisted with account problems. Additionally, I learned how to support agents with their technical concerns, such as clearing cache and unlocking accounts. Overall, I enhanced my skills in PC setup, maintenance, and troubleshooting in a professional environment.

TOTAL NUMBER OF HOURS COMPLETED FOR THE WEEK

40

Submitted by:

Noted by:

SEAN REPTI MIGUEL L. TICZON
STUDENT TRAINEE

PAUL AUSTIN PENDON
COMPANY SUPERVISOR

DATE

DATE