

## Internship Evaluation & Reporting

Thank you for taking the time to complete this form, this evaluation will be used to assess the student's participation in the internship program.

Supervisors, using the form below please evaluate the student who interned with your organization, institution, or business. You can fill out this form electronically or you can fill it manually but eventually it must be signed and stamped from the company's side.

Please note that part I & III should be completed by the intern, part II should be completed by the direct supervisor in the company.

### Part I. GENERAL INFORMATION - STUDENT'S INPUT

#### Student Info:

Student Name: Sara Hossam Khairy GUC Student ID No.: 52.1491  
Faculty: Engineering Major: MET (Media Engineering and Technology)  
Student Mobile No.: 01600992366

#### Internship Info:

Company Name: DELL Technologies  
Core Industry/Business: Technology Company Country: EGYPT  
Supervisor Name: Youssef Shokih Supervisor Job Title: Customer Experience Engineer  
Supervisor Tel. No.: 01111268023 Supervisor Mobile No.: 01111268023  
Supervisor E-mail: Youssef.Shokih@dell.com Training Department(s): Sales organization  
Source of internships: (1) SCAD office (2) ☒ on my own (3) Referrals from GUC TA/Dr. (4) Recruitment website (5) others:  
Work Place: (1) Organization (2) ☒ Head Office (3) Branch (4) Factory (5) Site (6) Others:

### Part II. EVALUATION AND COMMENTS - DIRECT SUPERVISOR'S INPUT

Period of Internship (dd/mm/yyyy) From: 07/08/2023 To: 31/08/2023

Internship nature (Enrollment Status)

- ☐ Part time Please specify, no. of Days per week: \_\_\_\_\_ hours per day : \_\_\_\_\_  
☒ Full time Please specify, no. of Days per week: 5 hours per day : 6

#### Company Stamp



For SCAD internal use only

Serial no.	SCAD Comment	Academic Reviewer Comment	Academic Reviewer Signature
			<input type="checkbox"/> Accepted <input type="checkbox"/> Rejected Reason of rejection:  Signature:



Please evaluate student's performance by marking the appropriate box:

For each of the following aspects, please mark the box in the rating scale that most closely corresponds to your evaluation of the profile of the student during the internship period. Please also feel free to offer comments and suggestions for changes and improvements in the space provided at the end of the form.

1=Unsatisfactory      2=Below Average      3=Satisfactory      4=Above Average      5=Excellent

	1	2	3	4	5	NA
<b>Skills &amp; Professional Attributes</b>						
Ability to adapt to change				✓		
Analytical skills				✓		
Collecting data/ research data skills				✓		
Creativity					✓	
Follow up skills					✓	
Interpersonal skills with peers, supervisors, and clients				✓		
Problem solving				✓		
Punctuality					✓	
Reporting skills					✓	
Responsibility and accountability					✓	
Stress handling				✓		
Taking initiatives				✓		
Teamwork				✓		
Time management					✓	
Other:					✓	
<b>Technical Background</b>						
Technical Knowledge				✓		
Compatibility of technical skills with the job				✓		
Other:						
<b>Command of Languages</b>						
Arabic					✓	
English					✓	
German						
Other:						

1=Unsatisfactory      2=Below Average      3=Satisfactory      4=Above Average      5=Excellent

	1	2	3	4	5	NA
<b>Computer Programs &amp; Databases</b>						
Please use space below in specifying the program/software used during the internship and evaluate student's performance accordingly						
Sizing tools				✓		
Demo Center (tool)				✓		
Use office analytic tool				✓		

Overall Evaluation of Student's performance and profile					
Unsatisfactory	Improvement needed	Meets expectations	Exceeds expectations	Exceptional	NA
		✓			

**General Comments & Recommendations:** (kindly mention intern potentials, areas of further development or technical constraints encountered during the internship period)

Sara was a dedicated intern, she developed strong technical skills and showed great commitment and dedication

Do you think similar candidates would fit in the Organization culture and qualify for job needs?

Yes      No      Maybe

✓

**Student Signature:**

Sara Hossam

**Date:**

31/8/2023

**Supervisor Signature:**

Yasmine Shokil

**Date:**

31/08/2023

### Part III. INTERNSHIP REPORT – STUDENT'S INPUT

- This report has to be prepared by the student, it must be prepared and written in a **computerized** format, submitting the report in hand written format will not be accepted.
- Kindly refer to the Internship Report writing Guidelines on the GUC intranet – SCAD office folder.
- This report will be reviewed and evaluated from internal faculty members.

**Internship Title:** solutions engineering

**Company / Organization Name:** Dell technologies

#### **Introduction:**

The main purpose of this report is to provide a comprehensive account of my internship experience at Dell Technologies, outlining the specific objectives of my internship in this industry and company. The report serves as a reflection on the knowledge and skills acquired during this immersive internship, shedding light on the practical application of academic studies and the impact of this experience on my future career. It highlights the diverse range of tasks I performed, the skills I developed, and the insights gained. The report structure includes an introduction that sets the context and objectives, a company description to provide context about Dell Technologies, a detailed account of the tasks performed during the internship, an evaluation of the internship experience, and a conclusion summarizing key takeaways and observations about the industry in which Dell Technologies operates.

#### **Company / Organization Description:**

Dell Technologies is a multinational technology company renowned for its extensive contributions to the IT industry. Founded by Michael Dell in 1984, the company has evolved into a global powerhouse that offers an array of end-to-end technology solutions, making it a key player in the world of technology. The company's diverse product portfolio encompasses an array of hardware solutions, such as personal computers, servers, and storage systems, known for their reliability and performance. Complementing these offerings, Dell provides a suite of software and professional services, including data management, security solutions, and cloud computing services, aimed at optimizing IT infrastructure and enhancing business operations. Dell's specialization in data center solutions is underscored by products like intelligent storage arrays, server hardware, and networking equipment, tailored to modern data center needs. The company is also a key player in cloud computing, offering IaaS and PaaS, and it excels in cybersecurity services to protect businesses and individuals from digital threats. Dell's dedication to its customers, continuous innovation, and environmental responsibility establish it as a major player in the ever-changing tech industry. The company actively shapes the digital future for clients worldwide.



### **Internship Performed Tasks:**

My internship at Dell Technologies provided an enriching experience where I undertook diverse tasks aimed at understanding and addressing clients' IT needs. I was primarily responsible for assessing system requirements, engaging in thorough consultations and research to tailor solutions. Typical working days involved team discussions and meetings, where we refined solution proposals. Unusual days included visits to the data center, granting me practical insights into real-world technology applications. I actively collaborated with team members from the Customer Solutions Group (CSG) and Testing/Support teams, contributing to the resolution of client issues. Also we was represented to the software engineering team, Artificial Intelligence team, Pre-sales team. We used various tools including Sizing tool, Demo center tool and Line optic analytic tool. Research was a crucial part of my role, involving investigating emerging IT trends and technologies to craft effective solutions. I actively participated in developing client proposals, system requirement assessments, and solution recommendations. Throughout this internship, I gained invaluable knowledge of data center infrastructure, cloud computing, cybersecurity, and networking, broadening my technical skills. Beyond these technical aspects, I also acquired essential skills in communication, creating persuasive presentations, and understanding customer perspectives. Our mentors played a pivotal role in shaping our critical thinking and problem-solving abilities, which were put to the test when we presented our final project—a culmination of everything we had learned.

### **Internship Evaluation:**

My internship at Dell Technologies has been a transformative experience, equipping me with a diverse skill set that extends beyond technical competencies. In addition to gaining in-depth knowledge of data center infrastructure, cloud computing, cybersecurity, and networking, I enhanced my communication skills, mastered the art of creating persuasive presentations, and developed a profound understanding of customer perspectives. This internship exceeded my expectations by providing me with a broader skill set and a deep understanding of the IT industry's complexities. It significantly influenced my career plans, solidifying my passion for solution engineering and problem-solving. The practical experience I gained perfectly correlates with my academic studies, bridging the gap between theoretical knowledge and real-world application. I would wholeheartedly recommend Dell Technologies to other GUC students, as it offers a unique opportunity to gain hands-on experience and apply academic learning in a dynamic and innovative environment. This exposure has been invaluable in shaping my professional

development, and I look forward to the opportunities that lie ahead in my career. The academic courses that I have taken in GUC that was related to my internship are Networks, Computer Architecture, Software Engineering.

### Conclusion:

In summary, my internship at Dell Technologies was a transformative journey that provided a holistic understanding of the ever-evolving IT industry. The experience allowed me to develop a diverse skill set, encompassing technical proficiencies in data center infrastructure, cloud computing, and cybersecurity, as well as essential soft skills in communication and problem-solving. I was pleasantly surprised by the extent of my learning, and the internship exceeded my expectations. The sector in which Dell Technologies operates is marked by constant innovation and the vital role of technology in modern business operations. This internship reaffirmed my passion for a career in solution engineering, bridging the gap between theory and practice, and highlighted the industry's emphasis on customer-centricity, sustainability, and innovation.

Please rate your satisfaction with the internship experience.

☒ **Very satisfied**      ☐ Somehow satisfied      ☐ Neutral      ☐ Somehow dissatisfied      ☐ Very dissatisfied

Would you recommend this internship to other colleagues?

☒ **Yes**      ☐ No      ☐ Maybe

**References:** (If any external sources are used, provide references for any information quoted)

**Appendices:** (Upon availability, charts, pictures, etc.)

### Disclosure / Confidentiality Agreement

This agreement is to acknowledge that the information provided by any company / organization during the internship is unique to this business and confidential.

Therefore, anyone reading this agreement agrees not to disclose any of the information provided during the internship without notifying & taking the employer's / supervisor's approval.

 **SUMMER' 23**  
**INTERNSHIP**

**Dell Technologies**

**CERTIFICATE OF ACHIEVEMENT**  
IS HEREBY AWARDED TO

**Sara Hossam Khairy**

FOR SUCCESSFULLY COMPLETING

**Dell Technologies Summer Internship Program**  
August 2023

  
**TAREK HEIBA**

Country General Manager,  
Egypt & Libya, Dell Technologies.

**ISSUED ON**

**AUGUST 31, 2023**



This is when we used to the sizer tool in our presentation:

