

**KIET GROUP OF INSTITUTIONS,**  
**GHAZIABAD .**



**INTERNSHIP REPORT ON**  
**IBM SKILLS BUILD INITIATIVE.**

**Summer internship at American INDIA foundation  
and IBM skills build.**

**AUG-SEP 2021**

**TYAGI**

**Submitted by- AAKASH**

**COURSE - BTECH**

**BRANCH - ECE**

**SEM/SEC - 5/A**



## ACKNOWLEDGEMENT

I've got this golden opportunity to express my kind gratitude and sincere thanks to my Head of Institution, KIET Group of Institutions of Engineering and Technology, and Head of Department of "IIPC" for their kind support and necessary counselling in the preparation of this project report. I'm also indebted to each and every person responsible for the making up of this project directly or indirectly.

I must also acknowledge or deep debt of gratitude each one of my colleague who led this project come out in the way it is. It's my hard work and untiring sincere efforts and mutual cooperation to bring out the project work. Last but not the least, I would like to thank my parents for their sound counselling and cheerful support. They have always inspired us and kept our spirit up.

Name of Student :- AAKASH TYAGI



Course and Branch:- BTECH(ECE)

Semester:- 5

University Roll No:- 1900290310001



**Abstract-** *In this project I have learn from different courses and improve different-different skills.*

Short overview of courses are-

- what to wear the best interview attire.
- How to use linked In for beginners.
- Communication skills.
- Video resume preparation.
- Process control.
- Problem solving.

In this course, learners will discover best practices related to finding and evaluating resources used to assist in the process to solve problems and provide



customers with resolutions. Learners will explore various methods of organizing resources so that they can be efficiently retrieved when needed. Through making connections to the Scientific Method, learners will explore a methodical problem-solving process and apply it to real-world situation.

## INTRODUCTION

With Skillsbuild we can develop our skills and knowledge with learning paths based on two themes: digital foundations and role-based learning. Whether you're interested in skilling up for the digital economy or taking your first steps towards a new career, there's a learning path for you to get started.

Essential skills represent the industry knowledge and modern ways of working that professional need to be successful in a digital innovation economy. This badge earner knows how to use and apply agile and design thinking methodologies and practices, and is aware of the key technologies that power today's jobs, including cloud computing, artificial intelligence, data and analytics, the Internet of Things, blockchain, and security.

### The role of a customer service representative-

Customer service representatives are a primary point of contact for the customer with an organization. They make sure



customers are satisfied, even delighted, with the experience or interaction that they've had through a customer service channel.

Customer service representatives must be effective in explaining the issue resolution process and providing information about products and solutions to customers. They need to be able to multitask and prioritize customer issues and problem solve and collaborate with colleagues across the organization. They must display professional and empathetic behavior with customers, and have patience, curiosity, and a willingness to help others.

## SkillsBuild - Customer Engagement: Communication and Personality Dynamics

This badge earner understands methodologies and best practices for building rapport and engaging in productive communication. They know communication skills that are clear and concise, understand when and how to say “no,” and effectively collaborate with colleagues. They know personality and characteristics critical to customer success, show an ability to self-evaluate personality strengths and weaknesses, and can apply strategies to improve upon these attributes.

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## TASK ASSIGNED TO US-

- **Course 1: Communication Skills –**

In this course, learners will be introduced to the work environment by exploring the importance of building rapport and maintaining a positive tone while communicating with customers. Learners will understand the value and demonstrate the ability to use clear and concise communication skills. Learners will also explore insider secrets to success, such as the art of saying "No" and how to use collaboration with colleagues to improve the overall work experience. Throughout the module learners will practice and apply newly acquired knowledge.





This certificate is presented to

Aakash Tyagi

for the completion of

## **Course 1: Communication Skills**

(ILB-EKRGXPZQVNYJ29BZ)

According to the IBM Learning Patterns system of record

- **Course 2: Personality Dynamics –**

In this course, learners will explore the personality traits that are recognized as leading indicators of success in the field of customer support. Learners will identify basic characteristics for each personality trait and evaluate their own strengths and weaknesses. They will reflect on recommended strategies to develop traits within themselves and will practice and apply newly acquired knowledge by reacting to and resolving authentic problems.







This certificate is presented to

Aakash Tyagi

for the completion of

## **Course 2: Personality Dynamics**

(ILB-VQXEKQRZGJMY1D9X)

According to the IBM Learning Patterns system of record

Completion date: 19 Jul 2021 (GMT)

### • **Course 3: Problem Solving-**

In this course, learners will discover best practices related to finding and evaluating resources used to assist in the process to solve problems and provide customers with resolutions. Learners will explore various methods of organizing resources so that they can be efficiently retrieved when needed. Through making connections to the Scientific Method, learners will explore a methodical problem-solving process and apply it to real-world situations.





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## **Course 3: Problem Solving**

(ILB-JYWWMDKWZWMR1YMN)

According to the IBM Learning Patterns system of record

**Completion date:** 18 Sep 2021 (GMT)

### ● **Course 4: Process Controls –**

In this course, learners will build on what they learned about communication, personality, and problem-solving from previous modules and begin to apply this in the workplace. Learners will be introduced to the concept of service level agreements and explore how they impact the service industry. Through exploration of standards, learners will begin to understand the value of ticketing systems in monitoring documentation used to support customers. Finally, learners will examine their own technical skills, practice refining their typing and diction skills, learn technical terminology, and explore the knowledge-centered service (KCS) methodology





This certificate is presented to

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## **Course 4: Process Controls**

(ILB-ZKDDWZRNYNYM1J4G)

According to the IBM Learning Patterns system of record

Completion date: 18 Sep 2021 (GMT)

## **Outcome of Internship**

This badge earner understands methodologies and best practices for building rapport and engaging in productive communication. They know communication skills that are clear and concise, understand when and how to say “no,” and effectively collaborate with colleagues. They know personality and behaviour characteristics critical to customer success, show an ability



to self-evaluate personality strengths and weaknesses, and can apply strategies to improve upon these attributes.

Essential skills represent the industry knowledge and modern ways of working that professional need to be successful in a digital innovation economy. This badge earner knows how to use and apply agile and design thinking methodologies and practices, and is aware of the key technologies that power today's jobs, including cloud computing, artificial intelligence, data and analytics, the Internet of Things, blockchain, and security.

## Future scope of work

One of the hottest areas with high demand is in IT customer service and support. Customer service representatives (CSRs) are a primary point of contact for the customer in an organization. They make sure customers are satisfied, and even delighted, with their experience or interaction that they have had through a customer service channel. Core



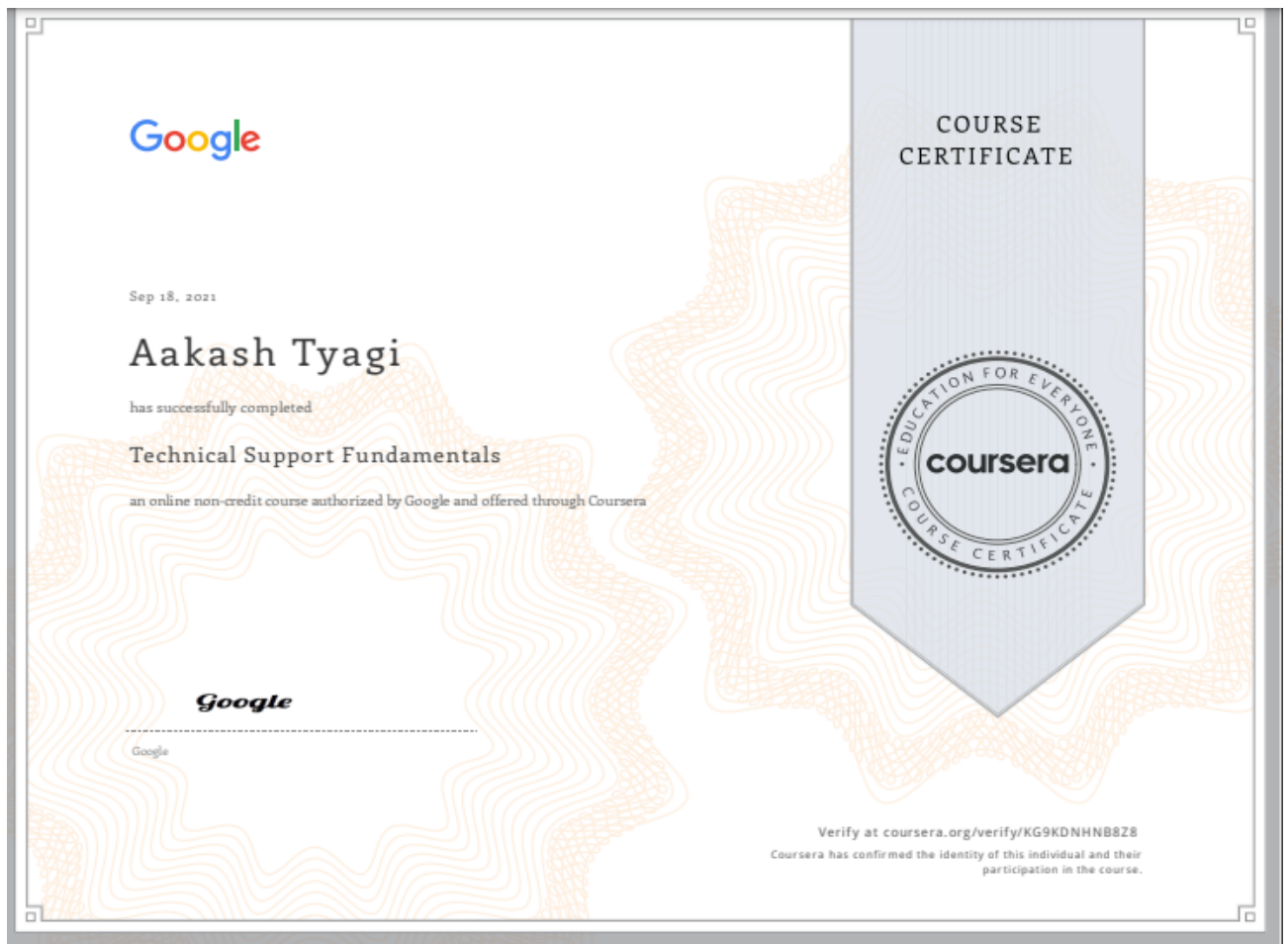
skills for a CSR include building rapport, clear verbal and written communication, active listening, customer service orientation, problem resolution, and information gathering.

As these courses will be very beneficial for future concerning towards placement and knowledge. Courses which I done during this internship was really helpful like communication skills, personality dynamics , problem solving ,process controls.

They will reflect on recommended strategies to develop traits within themselves and will practice and apply newly acquired knowledge by reacting to and resolving authentic problems.

## Moocs courses





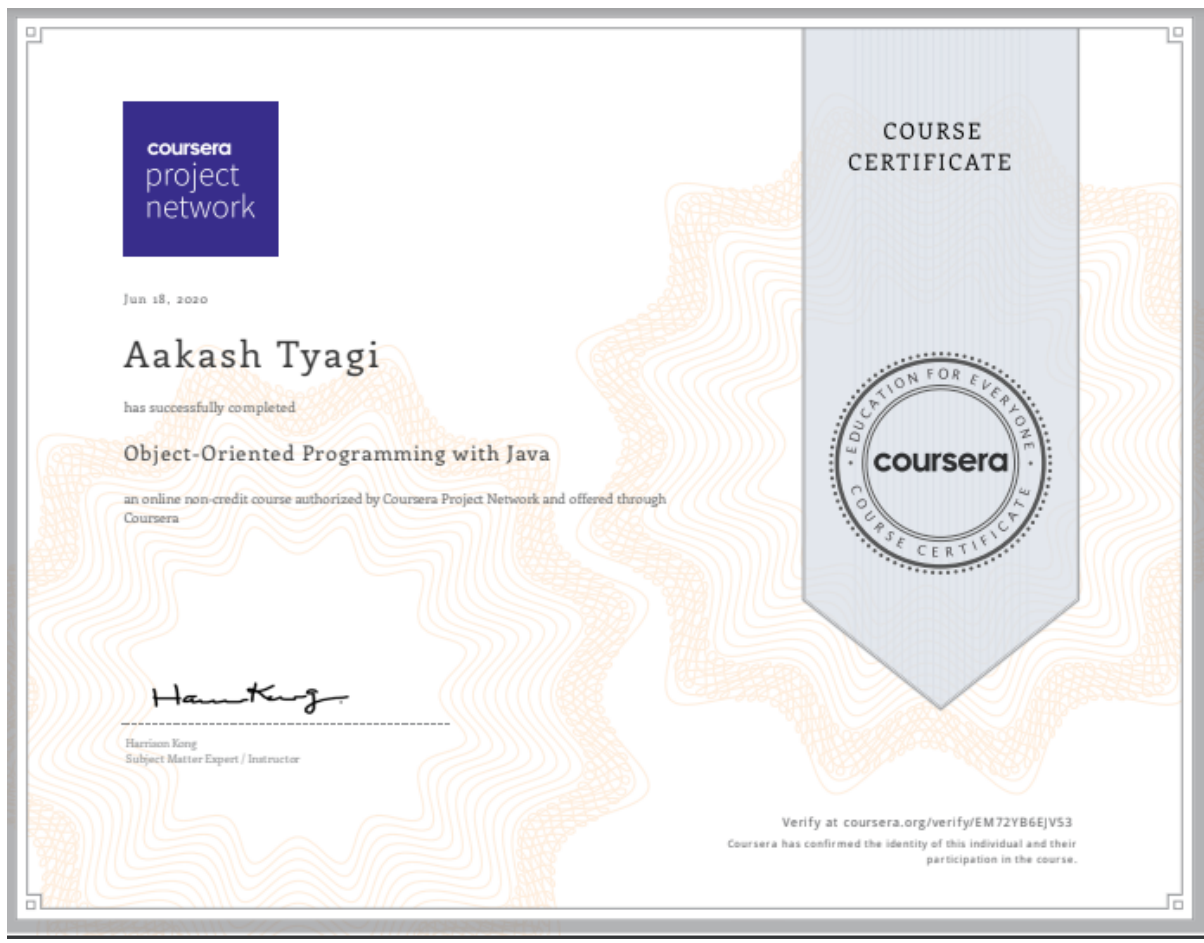
Verification link-

<https://coursera.org/share/6e5cac1b6dd9d852360c3ad6e2a17e71>

mooc course 2



Edit with WPS Office



Verification link –

<https://coursera.org/share/5359794dd478f1688bd181cb9d5764bf>



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# LITERATURE SURVEY

## Research paper 1<sup>st</sup> –

**TITLE-** Human in the loop optimization of wearable robots to reduce the human metabolic energy cost in physical movements.

**Author(s)-** Hai-Han Sun, Can Ding, He Zhu, Y. Jay Guo

**Abstract-** Most designs of wearable robots are based on human biomechanical statistics, engineering experience or individual experiments. Despite great successes, few of them consider the human–robot integration and individual differences between users. Additionally, the design periods, cost and safety also need to be further improved. Learning from the natural driving mechanism of human body, we propose a general human-in-the-loop (HIL) optimization designing approach for this kind of wearable robots. Firstly, the human–robot coupling model of the personalized wearable robot and the human musculoskeletal model are established.





## Research paper 2 –

**TITLE-** Service Robotics and Human Labor: A first technology assessment of substitution and cooperation.

**Author(s)-** Hanyang wang .

**Abstract-** Since the beginning of robotics, the substitution of human labour has been one of the crucial issues. The focus is on the economic perspective, asking how robotics affects the labour market, and on changes in the work processes of human workers. While there are already some lessons learnt from industrial robotics, the area of service robots has been analyzed to a much lesser extent. First insights into these aspects are of utmost relevance to technology assessment providing policy advice. As conclusions for service robots in general cannot be drawn, we identify criteria for the ex-ante evaluation of service robots in concrete application areas.

## Research paper -3

**TITLE-** Ethics of healthcare robotics :  
Towards responsible research and innovation.

**Author(s)-** Fatih Erden, Ozgur Ozdemir, Wahab



Khawaja.

**Abstract-** How can we best identify, understand, and deal with ethical and societal issues raised by healthcare robotics? This paper argues that next to ethical analysis, classic technology assessment, and philosophical speculation we need forms of reflection, dialogue, and experiment that come, quite literally, much closer to innovation practices and contexts of use. The authors discuss a number of ways how to achieve that. Informed by their experience with “embedded” ethics in technical projects and with various tools and methods of responsible research and innovation, the paper identifies “internal” and “external” forms of dialogical research and innovation, reflections on the possibilities and limitations of these forms of ethical–technological innovation, and explores a number of ways how they can be supported by policy at national and supranational level.

## **Research paper -4**

**TITLE-** Sequence and chance: Design and control methods for entertainment robots.

**Author(s)-** This paper describes innovative approaches to the design and control of entertainment robots. Live performance is a useful testbed for developing and evaluating what makes robots expressive (Gray, 2010; Hoffman, 2011; Jochum et al., 2014); it is also a good platform for exploring creative solutions for design and control mechanisms that enable expressive robot



motion.

## Research paper -5

**TITLE-** Virtual-joint based motion similarity criteria for human–robot kinematics mapping.

**Author(s)** -*Subramaniam Ramalingam, Constantine A.Balanis, Crag R.Birthcher, Sivaseetharaman pandi.*

**ABSTRACT-** Motion mapping is an important part in human–robot cooperation. In this paper, a novel concept of virtual-joint based similarity criteria is proposed for flexible and efficient kinematics mapping between dissimilar embodiments, including different degrees of freedom (DOFs), different body morphology, and so on. Virtual joints are defined respectively in both the demonstrator and the imitator, with the same number. In virtual joints, the neglecting, re-ordering and repetitive usage of DOFs could be realized through the virtual decomposing matrices. Each virtual joint of the demonstrator and the corresponding one of the imitator formed a virtual joint pair.

## DAILY LOG REPORT

- DAY-1 (5 July)-     Introductory session.
- DAY-2               -     more about internship.
- DAY-3               -     learn about skills build program.



- DAY-4 - start working on courses/task given
- DAY-5 - course-1 communication skills start.
- DAY-6 - course-1 communication skills end.
- DAY-7 - course-2 Personality Dynamics start.
- DAY-8 - course-2 Personality Dynamics end.
- DAY-9 - course-3 problem solving start.
- DAY-10 - course-3 problem solving end.
- DAY-11 - course-4 process control start.
- DAY-12 - course-4 process control end.
- DAY-13 - learn about how to make video resume.
- DAY-14 - End of internship.



