

My name is Mamnoon Sami and this is my first work term with Dosecann Cannabis Solution. I am a part of the IT department and I am working as an IT Support Analyst. My duties include maintaining and testing the production pipeline before releasing a product, Enterprise resource planning, Supporting IT systems around the facility, creating virtual test environments for different stages of products. Dosecann is a sub-branch of a Toronto-based Company AUXLY (TSX: XLY.V). They extract and formulate cannabis to make medical purposes and non-medical personal products.

My three smart goals were:

Learning more about troubleshooting computers: I must focus on learning deeply about hardware and software. I am being asked about a lot of issues by clients. Every day something new is coming up. I am asking back my fellow colleagues or supervisor most of the time. I am good at detecting the problem. Now, I will have to solve the technical issues on my own before the end of this work term. We have manual book access to the IT Support team, where all the technical problems have been recorded and how the IT support approached it. As the records are too specific about someone's situation, I also must learn some generic troubleshooting processes by grabbing some specific software or component by myself from the internet. I will track my progress by Jira ticketing system. The number of tickets I can close by the end of the work term will help me to track what I have learned. I will also take notes of my activity and the number of questions I ask. I will assume that I am able to solve most of the technical issues, when I am not asking most of the questions back to my supervisor.

Learning C#: C# is not my direct field to work on during this work term as a Technical support analyst. I am proficient in Java. My supervisor wants me to involve in a project where we need C# to write codes. With a Java background, it will not be challenging to learn C# and its framework. I am learning C# directly from meetings where other teammates are working on the project; also, I have online resources like Udemy and Guru99 where I will learn C#. I have given me a month of timeframe to learn C# and start working the project. Once I can contribute my C# knowledge to the project, I will assume I had a good start. We work on POMSnet for ERP, where I can see my contribution. I will have to learn syntax, class, object oriented programming, functions and polymorphism. The number of contribution will help me track my progress. To learn the framework of C# is not super urgent now. I cannot give enough time to learn it. If I can finish the C# before my timeframe and can solve issues in POMSnet I will try to focus on the timeframe.

Learning Excel: Excel is a day to day tool for our organization. It's a huge software with tons of mechanism. Technical team members are required to solve calculation of big data and are responsible to come up with formulas to merge, selection, filter, custom filter, automation etc. I do not have a good experience with Excel. Right now, when I am stuck, I am writing Python code to do the job for me instead of writing formulas in excel. But doing python instead of one line (sometime) of Excel is unnecessary. I have started shadowing my colleagues when they are working with complex formulas. I am also watching YouTube for every new issue I am facing related to excel. Once when I will be able to figure out clearly what client is demanding to have in their data and give them a solution by excel, I will assume I have a good knowledge on excel.

I am giving myself the end of this term to learn this. I will track my progress by JIRA and my notes in Journal entry.

My weekly entries:

1st week:

21/05/2021 : I have setup new work stations for two new employees in our office. I had work with different hardware and software for two new machines. My co-worker Jeff helped me with this to set up the company policy and access privilege to the computers. It helped me to have basic idea about active directories. I can use the knowledge in future to change the privilege. It helped me to contribute to my increasing **troubleshooting** ability goal. I also opened, cleaned and re-structured 10 giant Zebra printers. Which helped me to understand the printers different part better. It was a good task for troubleshooting the printers later. I never thought printers could be that complicated machine when it comes to troubleshooting. I also worked with Jeff in POMSnet to set up test environment. He helped me understand the POMSnet before I do anything in there. It is the reason for my C# learning goal. This week helped me to start off with a few technical issues and environments which are going to be a part of my rest of this work term. I made notes for everything to keep track of my progress.

2nd week:

28/05/2021 : I set up a new workstations for a new employee by myself. I set up the privilege by myself. I had no idea about this, that how strictly a computer could be issued to someone. It was a great skill I learned, because setting up privileges for the employees in every work is a very important to maintain safety and privacy of machines and data. It was a great addition to my troubleshooting skill.

I started reading the POMSnet manual to be familiar with different features and components. I thought that is a ERP system. But it is more than that. POMSnet can be used to create custom forms, templates etc. And C# is the language to learn to work with that.

After asking my manager, I have started learning **C#**. I have started with basic syntax in Geeks for Geeks. Learning this language will be a great help in future as well. Most of the companies take the Microsoft service or moving to Microsoft services. C# is a widely used language in Microsoft service user's company. My syntax learning is done by this week. My next goal is to learn the class.

3rd week:

04/06/2021: I found out that C# syntax is almost same as Java that I already learned in school. I decided to learn the differences. I have started watching a YouTube video series to learn and practice online. There are some online judge websites where they give you problem and I submit the solution in C# or other languages. I decided to take this way because in this way I will not only learn C#, I will also increase my problem solving skills.

I also encountered a new hardware issue. An employee was trying to use a second monitor. But when she connects through HDMI, the second screen gets blurry, and the primary display gets turned off. I started off with settings in windows and change different settings to see which one works. I spent an hour after this until I found out it is not the settings, something wrong with the

cable. After changing to a new cable fixed the issue. I think it is a great lesson to learn that start troubleshooting from very basics. I thought following the very basics steps from google does not do any better, maybe it is for non-tech-savvy people. But it was a great example to remember that to troubleshoot, always start from root. I also wrote the note to remember how I solved it.

4th week:

11/06/2021: I was given two excel sheets with more than 2,000 rows in each and been asked to separate the values from sheet1 those do not exist in sheet2, then add the missing values in sheet2. As I have never done the excel task before, I approached it with programming. I used python and some handy packages that handle excel sheets manipulation. Later my manager gave me some resources to learn excel. I discovered that writing the code is bit more work than working on excel. I started learning excel. It was the first contribution to my 3rd smart goal. Excel sheet is a widely used software in all businesses. So, I think this learning opportunity will help me in future as well. The assumption I had that programming is more efficient and handier when it comes to excel data manipulation was proved wrong.

I was given another task to change the cartridge of a label printer and then calibrate because it stops printing after the first job in queue. I watched a YouTube video to change the cartridge, because YouTube shows practically how to do it, instead of some written instructions. I also chose YouTube because I did not want to bring any more difficulties into the computer by being misled by written instructions. The main obstacle was to find out why the printer stops working after the first job. I could not find a solution anywhere, as that was very specific. I decided to start from the root, that I learned from my previous mistake during 3rd week. As I had opened and cleaned those printers before, and reassembled them again, so I know which parts are responsible for which job. I started to disperse the main components from the printer. While dispersing the ribbon I found out that the ribbon was stuck with a sticky side of a label, that was causing the sensor to think the ribbon is out. So, it does not print anymore. I fixed the problem by cleaning the ribbon. This was a great realization that learning the small components of a big machine helps to identify any specific problems while troubleshooting. This is going to be a great skill to show in any job sector. Because everyone occasionally needs IT support and this skill might come in handy in need.

5th week:

18/06/2021: I have become more confident now than before by fixing some minor issues in computer and giving support to other employees. I can see that my note writing for troubleshooting has also decreased. That means I am facing repeated common issues. A big part of the organization is the printing label. I have also gained some knowledge of the giant printers by opening and reassembling the parts. My colleagues Jeff and Peter were very helpful in troubleshooting issues. I realized that asking questions and seeking help can make the learning process very smooth. My assumption was they might be very annoyed by my questions. But later realized they are also happy to answer my questions, because when I learn, it decreases their effort if I can help them after learning. Now I can detect most of the common errors and fix them myself. I discovered after solving some issues that some issues are recurring, and they are very easy to fix at the second time when you learn it at the first time.

We ran into an issue and the director was discussing about this in a thread that they have a lot ID with a suffix in the end, which was causing an error and they want to remove the suffix. The code was written in C# for generating lotID. And our company does not have a C# developer.

They use the default code created by POMSnet for customization. I was scared to ask them I can fix it at first. Because it is not just about coding, it needs integration with other components as well that I do not know of. I told them that I know how to fix it code wise, but I do not know how to integrate. It came out that we have someone to take care of integration. I was set up with a meeting with another colleague who is responsible for the integration part. They had a great relief. And it was also a great chance for me to use my so far knowledge to the actual field. What I learned from it that taking initiative was the key for this. If I did not ask about it I would never know I could do it. Before the meeting I made sure I studied all the function, class, and inheritance of C#. Because as the language is new to me, I might not remember some specific syntax, even though it is same as Java. This study also contributed to my goal that is learning C#.

6th week:

I worked from home for isolation and was not very ^{4.1}productive.

7th week:

09/07/2021: As I have started learning the Excel, Jeff gave me a task in excel this week. It was like the task before, but the difference is: I have to remove the duplicates in two sheets. A sheet has more than thousands row. Another sheet has more than thousand rows. I had to look for duplicates in both and then merge them. I did it from the help of YouTube. It looked easier that time. Because the first task was to finding missing values and the current one is finding duplicates. I could align both. The Excel formulas and properties have started to make sense. The only barrier was merging two sheets. I could not find a way to merge two excel sheets into one by formulas. So, I decided to copy the second sheet and pasted below the first sheet's last row. By doing this I put my colleague in trouble. It was a shared file and every change I make affects the original file in his computer. My assumption was when someone share a file, I get a separate copy. By merging them both I made the second sheet empty, and we lost track of where the second sheets data starting from in first sheet. I learned two things here. Proving my assumption wrong helped me learn about sharing files and being sincere with it. Also, I learned the formulas and filters to contribute to my excel knowledge. A mistake is not always a mistake, sometimes it creates great opportunity to learn more from the mistakes.

I had meeting with my colleague to implement the C# code to remove the suffix that was mentioned in the 5th week. I wrote the code and compiled it fine in my personal computer. But when I was compiling this, I was stuck because I could not access some variables. That started making sense of what I learned in Polymorphism in C# tutorials. My initial thoughts after learning the protected and private variables were: Maybe very high secured Government agency would use this in real life. Then my colleague explained how confidentiality matters. He also explained the consequence of disclosing confidentiality. It was a great lesson to learn that how a small piece of information can put both me and the whole company in trouble. I studied till the polymorphism of C# this week. It is a good progress. I also implied some of the knowledge in company as well.

8th week:

16/07/2021: I was asked to do another excel sheet task. This time it was the master data from ERP system Sage that includes more than couple of thousands row. I had to apply some filters and sort the data before exporting again to Sage. I was asked to do the similar jobs before as well. So I thought learning Macro in excel would be great so that I won't have to do the

repetitive task again and again. I know that macro is used for automation; I have never used them before. Also, this is very sensitive data with huge amounts of information. Doing it manually might make something go wrong. I started watching YouTube on doing smaller tasks with macro before going to do a large task on master data. I created new sheets, practiced macros, recorded clicked and later I applied the recorded macro to a new sheet, and it was working fine. It was not a hard task or very complicated. But this skill will save me from wasting time after doing same jobs and will also increase accuracy.

I had a heavy week full of task in Sage ERP system. I had to import data, export data, modify data and create new sessions to simulate some properties, update stocks, remove stocks etc. I am getting more familiar with Sage, which is a widely used software for enterprise resource planning all over the world. This skill will add immediate value to any company in future.

9th week:

23/07/2021: I had few meetings this week. We have a project to update all the analytical machines in lab. Because they all were running old version of windows. They have many computers with hundreds of terabytes data saved in total. A big update like updating from Windows 7 to Windows 10 can be very risky and lead to data loss. We had a meeting with analytical team to know what software they use and how important the data are. By teamwork we came to a solution that we will update a computer at a time. We will create an image of the computer before installing new window. I suggested to backup all the data in a different computer as we are not installing on every computer. With brainstorming a lot of other additional ideas came in. They accepted my suggestions and suggestions from others. This is a great accomplishment and inspires me to contribute to a team. The teamwork spirit will help in any environment in any work, because I will always be a part of a team in any job.

We had another issue this week. Our current label creating software license was closed to expiry date. We wanted to move forward to a new software to have some extra features. Three of us were responsible for doing the market research and find out the perfect one to meet our requirements. It was a great chance to show my researching skill. I started looking for it in the google. After reading some articles and official websites from the label and barcode creating software, I came to a decision that we will use Legitronic. After that I started to read the manual of Legitronic and watch tutorials on how to get started. It seems perfect to me. One of the other colleagues also agreed with me. We officially started creating label in Legitronic this week. It was a great researching opportunity in real field to see the real impact on company from your research. This is a very important skill I already had, but I never used them before in real world until this week.

10th week:

30/07/2021: Along with troubleshooting minor and recurring issues and have an in-depth knowledge of computer troubleshooting, I started working on the Legitronic. I created some labels , that were previously in Codesoft. I had to redesign and come up with new measurements, because the label we used to get are not available in the market now. So I had to readjust the size and change the design for some of these. For the barcodes, I faced some difficulty because They take expressions in C# and the Visual Basic framework, which is integrated into Legitronic. I learned C# for solving problems with logic. But this time I saw a lot of function and syntax are being used to write the expression and less likely any logics in here. I started looking at the manual of Legitronic software, where all the necessary functions and their explanations were

documented. It was a great task to learn C# and designing skills at the same time. It was an unexpected C# lesson for me which is a great addition to my C# learning goal.

Conclusion:

To talk about achieving my smart goals, I would say I have troubleshoot most of the issues by myself from previous experience or the help from the internet, where I used to ask my manager or colleagues about that. I started making notes on the notepad and check the notepad when I face an issue that I have faced before. I achieved this goal because, now most of my documentation are done. I am not asking questions or for help to overcome the issue.

I have learned C# whenever it was required. Every time I had to learn new area of C#. For example, in case of POMSnet I had to learn the syntax and that was the beginning. For removing the suffix, I had to learn class of C# and polymorphism. Later in Legitronic I learnt about different helper methods and some framework. I could not achieve learning the C# framework visual basic goal completely. I just had a chance to introduce the framework with myself. As C# is being more popular and widely used language because of companies are shifting from google service to Microsoft service for several reasons, I will learn the framework by myself after the work term, so that I can use the skill and add immediate value to any company in my career.

In the case of learning Excel, I have learned more than my expectations. I wanted to learn excel operations and formulas instead of writing python codes. I ended up learning that and additionally the Macro to automate similar future tasks. This skill will be very helpful in every kind of job I do. That was the most important task I learned during this work term. I checked and found that out of 9 shared excel sheets related issues, I have closed 5 of them by myself in the Jira ticketing system. 2 of them were solved by Macro.

Academic learning and skills learned in this work term were not very similar. For some of them, I found my academic background very helpful. For instance, learning java in school helped me to get started with C# very easily. Learning about computer hardware and software in CS-2520 courses helped me to achieve my troubleshooting goal quicker than I expected.

I have learned so many things other than just my smart goals. For instance, my workplace required me to have skills like teamwork, researching skill, Sage ERP system, etc. Teamwork is required because we are only 3 in numbers in our department. The whole company depends on us for IT solutions. Distributing tasks by category among ourselves would not work out. We had to help each other a lot. All of us had to do a variety of tasks depending on the pressure.

Teamwork was very important in a busy day and also very effective. Researching skill was also required because the company is only three years old. We are still not stable with any software license or agreement. We are trying different software for a different purposes. For example, for printing labels, we recently moved from CodeSoft to Legitronic. Three of us in our department had to go through a week of market research before reaching a conclusion. Sage ERP knowledge was also a very important skill to have throughout the whole term. The recipe for the products, the documentation is fully controlled and modified by Sage. All of our teammates spend a big chunk of their time after analyzing Sage. I learned a lot of small details there with the help of experienced teammates, which is going to be a plus point for me in my career.

The skill that I learned the most was Excel. But to relate with my career plan, I would say getting started and with C# and learning it was the most important one. I am aiming to be a software developer. I knew how to code in Java. But I still have not seen the real-world implementation of

Java. C# is similar to Java with some differences as well. Getting to know how the real data is integrated with a programming language, how the backend is communicating with the front end, and understanding the infrastructure was very important for me. I feel less puzzled than before. Learning C# also helped me to learn a new language and add value to my quick learning ability. I can use the C# knowledge or the basic framework knowledge in any company that use this language.

The smart goals are of course, some skills to add immediate value to some companies who need this skill. But the other ones that learned from the work term, for instance: teamwork, communication skill, stress handling until I find a solution, will be helpful for the rest of my career. That was a very good start.

Index of comments

- 3.1 (I followed the result of this entry with great interest for my own selfish future troubleshooting purposes.)
- 4.1 Describe this! What about working from home made you 'unproductive'? Any learning about if a work from home set-up could work for you, or what kinds of features would be needed for it?