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|  | **School of Business & Accountancy**  **22-Week Internship**  Learning Journal (Weightage: 20%) |

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| Student ID: | **S10242439D** |
| Internship Company / Role | **HSBC / Insurance Operations** |

Learning Journal (1500 - 2000 words)

Instructions:

You will update and reflect on your internship progress and experience so far by completing the following work sheet.

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| 1. **Review and update progress on your On-the-Job Training (OJT) plan** |
| 1. Update your progress with reference to your OJT plan.   For my first main task, I have been allocating time regularly to ensure it is updated for each cycle. Additionally, I had the opportunity to explain my process for creating the dashboard to a colleague involved in digital projects, whose task involved tracking shield transactions for GIRO and analyzing the rejection statistics.  For my second main task, I assisted with three major bank reconciliations, which had a deadline of end November. This required close collaboration with new colleagues from different teams, including the offshore team based in India. I maintained regular communication with my colleagues and supervisor by providing daily progress updates, which helped streamline our work process and meet deadlines efficiently.   1. Identify one part of the OJT which you feel is the most significant and has the greatest impact to your learning.   The most significant part of my OJT is the knowedge section of bank reconciliation. Although it might seem like a straightforward task, it is far more complex, involving many intricate processes and requiring a keen eye for detail. Each time I work on it, I encounter new nuances that broaden my understanding of reconciliation procedures, allowing me to always have something new to learn. This continuous exposure enhances my ability to analyse and resolve discrepancies, making it a highly impactful learning experience. |
| 1. **Progress on achieving your personal and professional goals during internship** |
| 1. What are your personal and professional goals?   My personal goal is to strengthen my problem-solving abilities by adopting a more resourceful and proactive approach when faced with challenges. Professionally, I aim to expand my network by fostering meaningful relationships with colleagues, both within and beyond my team.   1. How will you take advantage of the learning opportunities during your internship to achieve your goals?   To achieve my personal goal, I will break down larger challenges into smaller, manageable parts and independently develop potential solutions. I will then check with my supervisor if the solutions are feasible. For solutions that are not viable, I will incorporate the feedback provided to refine my approach and improve my problem-solving efforts in the future.  For my professional goal, I plan to build connections by initiating conversations with colleagues during lunch or other appropriate moments. I will actively listen, engage meaningfully, and demonstrate genuine interest in what they share, fostering stronger relationships.   1. What roadblocks are you facing in achieving your goals and how do you plan to address them?   For my personal goal, I sometimes do not trust my own judgement, which limits my ability. To address them, I plan to remind myself that mistakes are part of the learning process and use each challenge as an opportunity to grow. I will also seek feedback from my supervisor or colleagues to validate my thought process, gradually building confidence in my decision-making skills.  For my professional goal, one roadblock is overcoming initial hesitation when approaching new colleagues. To address this, I will start with small, casual conversations and gradually build rapport, focusing on finding common interests to make interactions more natural and meaningful. |
| 1. **Reflection on skills acquired** |
| 1. What skills have you developed in the past weeks? How did you acquire these skills?   I developed soft skills such as collaboration and communication. I improved my ability to work with my colleagues and the offshore team through regular updates and team discussion sessions. I also developed presentation skills through explaining my workflow to my colleagues, improving clarity in my communication.  As for technical skills, I learnt how to make data presentation more efficient for my dashboard through experimenting various methods, such as using a mix of pivot tables and bar charts for clearer insights. I improved my documentation skills by compiling detailed records to ensure traceability for bank reconciliation.  For digital skills, I enhanced my ability to analyze transaction data, identify the trend and summarize the key insights through regularly updating the dashboard. I developed greater automation awareness as I began to recognize and implement small-scale automation techniques in repetitive tasks using Excel functions such as ‘VLOOKUP’ as I worked on the bank reconciliations to streamline matching processes.   1. How have you applied the digital skills learnt in your course at your current workplace/in your role? Examples of digital skills include (skills related to automation of workflow). Elaborate with some specific examples how you have applied the skills in your current role.   From the ‘Banking Analytics’ module in Year 2, I learnt about data visualization principles through Tableau. Although Tableau was not directly used, this understanding was applied when I was brainstorming on how to create the GIRO Rejection Dashboard, eventually creating a clear and informative dashboard which shows the statistics clearly and the policy rejection trends.  From ‘Statistical Applications for Business’ module in Year 1, I learnt about different Excel functions and what they can be used for, and this helped me greatly in both my main tasks in my internship. For the dashboard, I was able to make use of pivot tables to organize and summarize transaction data for easier insight extraction. As for bank reconciliation, I was able to use the ‘VLOOKUP’ and ‘SUM’ function to compare totals with receipts over multiple dates, and match transaction records with bank statements efficiently.   1. In what ways are these skills critical in your role? Elaborate with some specific examples.   By leveraging on Excel functions like ‘VLOOKUP’ for bank reconciliation, it allowed me to quickly identify discrepancies to ensure accurate matching of transactions and its receipts, minimizing human error and reducing the time required for manual checks. Having accurate reconciliations help to maintain clarity and consistency in daily updates for the reconciliation process with the offshore team, ensuring smooth communication and alignment between local and offshore teams. This helps in meeting the deadline of end November for the outstanding bank reconciliation, improving workflow efficiency.  My role involves providing clear insights into the GIRO Rejection statistics, which requires summarizing raw data into understandable formats. Using pivot tables and charts in the GIRO dashboard to visualize rejection trends for different payment cycles help my colleagues to monitor the shield and non-shield rejection statistics more effectively as the data is presented in a concise manner. By regularly updating the dashboard, it provides actionable insights into the rejection rates.  Through recognizing opportunities for automation with digital skills in my daily tasks, it helps minimize human error such as when aggregating totals for both the dashboard and bank reconciliation and improves workflow efficiency.   1. What are some tasks that you have been engaged in that allow you to actively demonstrate the application of your knowledge and skills? Reflect on the significance of the tasks to the business. Review and assess the challenges you faced while working on the tasks and how did you resolve them.   Being tasked to explain my workflow for creating the GIRO dashboard to a colleague provided an opportunity to demonstrate my understanding of the process while reinforcing my confidence and clarity in articulating it. This task was significant to the business as the dashboard supports real-time tracking of rejection statistics for each cycle, enabling timely identification of trends and issues. Additionally, working with my colleague allowed us to refine the dashboard further, improving its functionality and usability. These enhancements contribute to process improvements and reduce the number of rejected transactions, ultimately enhancing operational efficiency.  One key challenge I encountered was ensuring that the data imported from text files was accurate and properly formatted. Any inconsistencies or errors in the data could compromise the reliability of the dashboard and the insights it provides. To resolve this, I used Excel functions like Text to Columns to separate and organize data fields systematically and applied table formatting to standardize the structure for analysis. These measures ensured the data's accuracy and readability. By maintaining a meticulous approach, I was able to deliver reliable, actionable insights critical to improving the transaction process.  Taking on additional responsibilities for bank reconciliations has allowed me to further apply and refine the Excel skills I learnt in school. Initially, I only worked on reconciling policies that were previously under AXA. I have since been assigned to do bank reconciliations for HSBC Life policies, which is much more complex. These reconciliations require deeper investigation and attention to detail, providing an opportunity to enhance my problem-solving abilities and sharpen my analytical thinking skills. This task is critical to the business, as reconciling discrepancies in bank records as soon as possible ensures financial accuracy and accountability, especially given the large monetary values involved.  One challenge I faced was time management, as both sets of reconciliation (for AXA policies and HSBC Life policies) were prioritized as urgent. I resolved this by collaborating closely with my colleagues. Specifically, I coordinated with those working on AXA policy reconciliations, allowing them to take the lead on that while I focused on reconciliation for HSBC Life policies. Once I completed the HSBC Life reconciliations, I was able to shift my focus back to supporting the AXA-related tasks. This teamwork and clear communication helped ensure all deadlines were met without compromising the quality of the reconciliations.  Being assigned to draft the Standard Operating Procedure (SOP) for the new system has allowed me to apply my skills in research, documentation, and collaboration. This involved thoroughly reviewing test plans and consulting with offshore colleagues from China and India, who were responsible for system testing. By engaging in this process, it ensures that the SOP captures all important details necessary for its users. This task is highly significant to the business, as the SOP will serve as a guide for both onshore and offshore teams starting in June 2025 when the new system is implemented. Ensuring that the SOP is accurate, clear, and easy to understand is essential for streamlining the transition and reducing potential confusion.  One challenge I faced was communication with colleagues in different countries. Time zone differences and occasional miscommunication created delays and misunderstandings. To address this, we established weekly follow-up meetings at mutually convenient times to update each other on progress, clarify any doubts, and align our efforts. This proactive approach ensured smoother collaboration and kept the task on track.   1. What are some skills or areas of interest that you would like to further develop during your remaining internship period? Why are these skills/areas of interest important to you? Create an action plan on how you intend to develop yourself.   I aim to further develop my analytical thinking skills as they are crucial for effectively analysing large datasets and deriving actionable insights. These skills are particularly important in the banking and finance field, where data-driven decision-making plays a pivotal role. To enhance my analytical skills, I plan to dedicate my weekends to completing short online courses related to advanced Excel functions, such as Power Query and Power Pivot. Additionally, I will apply these skills in my day-to-day tasks by identifying patterns and generating meaningful insights from large datasets. By practicing regularly, I hope to improve my ability to process complex data and present clear, evidence-based conclusions.  I also aspire to improve my communication skills, both written and verbal, as they are fundamental in any professional setting. Strong communication ensures clarity, minimizes misunderstandings, and fosters effective collaboration. To achieve this, I will actively participate in meetings by sharing my ideas and asking insightful questions. For written communication, I will focus on seeking feedback from my supervisor and colleagues into my SOP drafts, refining them consistently to ensure clarity and alignment with the needs of different teams. To better understand organizational standards, I will refer to existing internal documents and use them as benchmarks for my work. By continually improving my communication, I aim to build stronger professional relationships, and contribute more effectively to my team and department. |

**Word Count: 1973 (Inclusive of above headers)**

**References: NIL**

**Disclosure Statement for Use of Generative AI (Mandatory) – Template Attached Below**

**Disclosure Statement for Use of Generative AI (Mandatory)**

Part 1

[Put an “X” in the appropriate box(es) below]

|  |  |
| --- | --- |
| X | I declare that no generative AI tool has been used in this assessment.  [End of declaration] |
|  | I/ We declare that generative AI tools have been used in this assessment.  [Continue to Part 2, Part 3 and Part 4 below] |

Part 2

Specify the generative AI tools used and the respective purposes.

|  |  |  |  |  |
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|  | | **Generate materials for background research**  Note: Materials produced by generative AI tools need to be referenced to avoid plagiarism  [Put an “X” in the appropriate box(es) below] | **Improve the academic tone and accuracy of language, including grammatical structures, punctuation and vocabulary**  [Put an “X” in the appropriate box(es) below] | **Others**  [Specify use below] |
| ChatGPT | |  |  |  |
| Grammarly | |  |  |  |
| GrammarlyGO | |  |  |  |
| Marmof | |  |  |  |
| QuillBot | |  |  |  |
| [Specify name of technology] |  |  |  |  |
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Part 3

List the prompts used in the generative AI tools

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| **Generative AI Tool** | **Prompt** |
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Part 4

[Put an “X” in the box below]

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|  | I/ We acknowledge that I/ we have checked and verified the output of the generative AI tools.  I/ We acknowledge that I/ we have adapted and modified the output of the generative AI tools for this assessment.  I/ We acknowledge that the following records will be kept and may be requested from me/ us.   * Drafts of work before/ during use of the generative AI tools * History of use of generative AI tools for this assessment |

Disclosure Statement adapted from <https://www.monash.edu/student-academic-success/build-digital-capabilities/create-online/acknowledging-the-use-of-generative-artificial-intelligence> and <https://vascular.org/vascular-specialists/research/journals/declaration-generative-ai-scientific-writing>.