**INTERNSHIP**

**FINAL REPORT**

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**Internship performed at Amret PLc**

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**Acknowledgment**

I would love to express my special thanks to my parents, they give a chance to me continue to study at university, try to earn budget to support my study and give a good advice and good idea for me, and motivation also. When I meet the problem they always help me to solve all the best and smile to me. Especially, I really thank them again that make me have today. I am very happy that I have a good family, I very love my family.

Secondly, I would like to thank you to PNC **(Passerelles Numeriques Cambodia)** for giving a chance and provide scholarship and make me to have a new life. PNC is the best school for me and other students I am really existed who I am a student at PNC. I get a lot of knowledge when I study in here, I have learnt both from PNC like hard skills and soft skills. Especially, make me improve my ability to apply at the Company. All teachers in PNC they always work hard to teach and help the students, they want to see all the students have a good job and a good person before they finished in PNC. Moreover, I thank you to my friends they always motivation, helpful, sharing, solidarity, respect to each other and show the solution and give a good advice to classmate or other class when they have the problem. I have learnt a lot from PNC. During my internship I would like to say thank you so much for my tutor **Mr. Mok Piseth** that he always take care, give a good advice and follow up during internship for four months.

Thirdly, for my internship opportunity I worked with Amret PLC was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provide with an opportunity to be a part of it. I also grateful for giving a chance to me so many wonderful people and professional who led me thought this internship period. I would like to say thank you so much to my supervisor **Mr. THORNG Setha** **Database Administrator Manager**. He always assign task to me, give a good advice when I have problem, motivation and find some another people to help me. Especially, I would like to say thank you to my co-workers who they always help me when I have the problem or do not understand some part about my task, they open mind for explain and helpful.

Finally, I would like to say thank you so much to my family, thank you to PNC school and to all of you that always support me to study, thank you for Amret PLC that provide internship to me four months and thank you so much to my friends they always help me and motivate when I have the problem, especially they always make me happy with them.

1. **COMPANY PROFILE** [11 points]

## company DESCRIPTION [3.5 points]

|  |  |
| --- | --- |
| Company name | Amret PLC |
| CEO’s name | Dos Din |
| CEO’s nationality | Khmer |
| Founding date | Phnom Penh since 1991 |
| Number of employees | Number of employee around 500 |
| Website | [www.amret.com.kh](https://amret.com.kh) |
| Address | #80, St. 315, Boeung Kak 2, Khan Toul Kok, Phnom Penh |
| Contact (Tel, Email) | Email: [info@amret.com.kh](mailto:info@amret.com.kh), Telephone : 023 880 942 |

## Company business / Activity sector [6 points]

|  |  |
| --- | --- |
| Company’s vision | To be an outstanding financial institution that improves the living standards of the population and contributes to the economic and social development of Cambodia. |
| Company’s mission | Amret MFI provides a wide range of financial products and services to serve the underbanked and unbanked segment of the Cambodian population besides catering to micro and small medium enterprises in Cambodia. Amret pride itself to deliver the financial services in the most socially responsible manner. |
| Main business industry/activity | Financial banking |
| Products (goods and/or servers) | 1. Loan 2. Saving and term accounts 3. Money Transition fee 4. Insurance (Cooperate to AIA) |
| Main competitors | 1. Prasac MFI 2. AMK MFI 3. ABA Bank 4. Hattha Bank 5. Sathaphana Bank |
| Describe the profile of main customers and beneficiaries  (*age, sex, geographic situation, social level, work activity, socioeconomic category…)* | Everyone who have regular money income and the age between 18 to 65 can buy loan from Amret. But mostly Amret focuses on small and medium business client, especially the business in countryside. |

1. **COMPANY OVERVIEW** [9 points]
   1. **DESCRIBE THE OrganizationAL chart OF COMPANY** [5 points]

(Join your document in appendix)

|  |
| --- |
| Describe the department or area in which you are working, its functions, and its responsibilities. Explain how it interacts with the other departments of the Amret. |
| My team respond for database in Amret, it uses to store data with other system which interacts database. We work to store and edit database value. |

## Introduction of your supervisor [4 points]

|  |  |
| --- | --- |
| • Name | Thorng Setha |
| • Educational background | Personality |
| • Working background | Personality |
| • Responsibilities | Personality |
| * Daily tasks | Personality |

1. **IT ENVIRONMENT** [3,5 POINTS]

Describe the technical environment you are working with:

**SNA major** *[SNA student only]:*

|  |  |
| --- | --- |
| Number of IT people in company |  |
| Number of computers in company |  |
| Number of servers |  |
| Number of printers, scanners |  |
| Number of routers and switches |  |
| Other devices |  |
| What are the operating system used for user’s computer? Version? License? |  |
| What are the operating system for servers? (Linux, Windows, etc.) Version? License? |  |
| What are the purposes of servers used for the company? |  |
| What are applications installed in users’ computer? Version? License? |  |
| Others |  |

**WEP major** *[WEP student only]:*

|  |  |
| --- | --- |
| Number of IT people in company | Around 83 |
| Number of computers in company | Confidential |
| Number of servers | Confidential |
| Number of printers, scanners | Confidential |
| Other devices | Confidential |
| What are the operating system used for user’s computer? Version? License? | User’s computer is windows 10; other information is confidential. |
| What are the operating system for servers? (Linux, Windows, etc.) Version? License? | Confidential |
| What are applications installed in users’ computer? Version? License? | Microsoft Office, other are confidential |
| What are programing languages/frameworks used for Web Front-End in the company? | Confidential |
| What are programing languages/frameworks/platform used for Web Back-End in the company? | Confidential |
| What are CMS tools used in the company? | Confidential |
| What are mobile development tools used in the company? | Confidential |
| What are project management and bug tracking tools in the company? | Confidential |
| Others | Confidential |

1. **DESCRIPTION OF TASKS DURING INTERNSHIP** [30 POINTS]

**4.1 Training arrival** [1 point]

|  |
| --- |
| Description of the orientation and/or the training that you received when you began the internship |
| During my internship, there is no orientation presentation but they provide Oracle training to my team include me in which relates to my still (Database). |

## activity/project [9 points]

|  |
| --- |
| Select at least three main activities or projects on which you have worked and describe them |
| Three main activities are:   1. **Install Oracle**   Install Oracle service used for running online transaction processing, data warehousing and mixed database workloads.   1. **Create user in database**   Create user in Oracle to take action which is an account through which we can log in to the database, and to establish the means by which Oracle Database permits access by the user.  In order to view, modify change in database server.   1. **Backup and restore database**   I respond to backup database weekly in to server backup and external media in order to keep data secure. |

## work experiences [10 points]

|  |
| --- |
| In more details, discuss at least **four** work experiences that you feel will contribute to your personal & professional development (2 IT related and 2 non-IT related) |
| I. IT related  1. **Oracle Database Feature**  In database team, I have learnt about database Oracle feature like: Create user, install Oracle, Backup database, edit database value, create database, delete database.  2**. System Checking**  I have learnt how to check any system like checking e-mail, IT working flow, IT each team responsibility  , etc.  II. Non-IT related   1. **Team work**   I have learnt about team work; for Example, when I don’t understand any point in my task, my team members always explain me to do it in order success together. Anyway, I also help my team to review some document or in researching.   1. **Time Management**   I can manage time to do task properly by set **priority task** to do step by step. Anyway, I **focus** about deadline of each task in order to complete by in time set. |

## DIFFICULTIES AND PROBLEM SOLVING [10 points]

|  |
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| Describe at least three difficulties you encountered and how you’ve tried to solve them? It can be related to hard skills or soft skills. |

|  |  |
| --- | --- |
| Problem 1 | **Description**: Install Oracle for install oracle is a service used for running online transection process, data warehousing and mixed database workloads.  **Cause**: some step to install I do not understand and it is new for me so it has problems like small performance or another one. One more thing error bash\_profile it is very difficult for me because it is the first time that I practiced on Linux and always using command.  **Consequence**: All the problems I try to fixed, research and ask to co-worker more explain and the result I get success for install Oracle. |
| Action taken | **For action taken** :  Step1: I need to downtown source Oracle Linux 6 or 7 from website.  Step2: Go to VM and create new server, then follow instruction to install. |
| Problem 2 | **Description**: Create database in Oracle, create for store many table that has many data and include create user in database also.  **Cause**: For create database in Oracle I never done so it is difficult or not understand some step in document. For instant, I do not know part when I need to put bash\_profile, when I try to create directories it have not permission.  **Consequence**: After million error, I can create new database successful. |
| Action taken | **For action taken** :   * After I install Oracle already, I need to add disk for install package to support Oracle database. * I need to put bash\_profile, configure domain name (192.168.56.102) * Set permission to allow user Oracle (Oracle All=(ALL) ALL ) * Copy file Linux to Oracle home, extract file, then run command ./runInstaller * After configure I go to create listener command **netca** * After create listener I go to create database command **dbca.** |
| Problem 3 | **Description**: Auto Backup Database it means backup data after they worked, we create cronteb to set time for auto file backup without run. Moreover, file will drop on directory that we set.  **Cause**: incorrect directories and script not run. Moreover, file database drop to incorrect direction and incorrect time.  **Consequence**: after configure and check already it is backup successfully. |
| Action taken | **For action taken**:   * First, create directories to store script * Second, create directories to store file backup * Third, create crontab to set time auto bakcup |

# OVERAL EVALUATION [4 POINTS]

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| • Describe the skills learned at PNC that you applied and developed during your internship. Please give example |
| **IT Skills**:  For II skill that I learnt from PNC to apply at Amret only SQL.  **Soft skills**:  1. **Communication Skill:**  PNC provides me how to make communicate well; then it makes me easy to make good relation  with co-workers. It improves my communication skill.  2. **Problem solving**  I can solve the problems that I met during I try to complete my task and try to solve it by myself and try to research before I ask to my supervisor. Example, I have met problem like backup database. I try to read error message and try to fix all the best. |

|  |
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| • What new things did you learn from your internship and not from PNC? Describe and give examples below: |
| * **IT “Technical” skills**:  1. Oracle Database 2. Weblogic   For Oracle Database and Weblogic it is new thing that I never know and it not get from PNC. Oracle database is a collection of data treated as unit. Weblogic is a server for deploy java project.   * **Soft skills**:   **1**. **Flexibility**  As I have researched and learnt more about IT skill and soft skill then make me flexible in working place and also flexible in real life because I take action immediately to any action focus to me. |

|  |
| --- |
| • Would you recommend to place next batch of student to do internship with this company? Please, explain: |
| For my idea; I recommend to next batch generation to internship here. Because Amret has good environment with open mind staff, provide new good knowledge, warm kind supervisor and co-workers. Especially, they always smile and welcome us. |
| • Do you have any suggestions or feedback to improve the internship program for next batch? Please explain: |
| For next batch I suggestion for junior to improve technical skill such as SLQ, MSSQL and Oracle also. For Oracle I know PNC not tech but I would junior to research about Oracle. For soft skill improve communicant skill and friendly. |

|  |
| --- |
| • Do you have any recommendation or suggestion for your next generation to be success for their internship? Please describe: |
| To be success in their internship I suggest to junior try to work and study hard during internship. Try to complete task that supervisor assign and responsibility also. |

# PERSONAL AND PROFESSIONAL REFLECTION [10 POINTS]

## Personal development [4 points]

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| • What personal qualities have you discovered or enhanced during the internship? |
| These are the list which enhanced me during internship   1. More strong responsibility: As I have to respond and need to complete my task when my supervisor has assigned, so made me more strong responsibility. 2. More confident: As I have completed task with good result, then made more confident in any tasks. |

|  |
| --- |
| • How do you anticipate (imagine, think) these qualities will affect you in the future? |
| I think, all my personal skill that I enhanced and discovered during my internship will help my future career to be a better one. Moreover, I have learnt and improved my technical skill with real work which in Amret and real situation. That mean I have ability to work in IT field to compete with other IT staffs. By the way, I can troubleshoot with issues on my task, which my supervisor provided too, all these points make me more confident to work after finish my internship. Although, I have improved on my soft skill such as communication, I know many people come from different departments and have good relationship with them. As a result, I hope my professional skill will help me to be a professional staff. |

## professional development [6 points]

|  |
| --- |
| • At the beginning, what did you expect from this internship as a first professional experience? |
| At the beginning of my internship, I expect to learn and get knowledge from services on DB MySQL, Oracle like input, drop and backup data and other features in DB and include some system. Specially, I expect I can take my knowledge from PNC to apply in my task here. By the way, I hope I will learn new technology in Amret and can develop my skill. |

|  |
| --- |
| • After completing your internship, are you fully satisfied? Is it what you expected? Why? |
| After completed my internship, I am fully satisfied this session because I have learnt about work environment and improve my technical skill like Database Administrator. It is not my expected because I did not get a lot form what I expect. As my teamwork, they are kind but they busy with their task, so they have less time to train and share to me. |

|  |
| --- |
| • After this internship and your schooling at PNC, what are the personal qualities and professional skills that you feel you will need to develop before entering the workforce? Describe how you plan to develop them. |
| After my internship and your schooling at PNC, I would to improve my personal quality and professional skill before entering the workforce. First, I need to improve communication with co-worker and people from outside, extend communication as much as I can to know many people. Second, I need to improve my technical skill especially about skill of backup, monitoring, DB input and retrieve data because they are basic skill in IT DB basic. Third, I need to improve skill of do professional report because most staff need to do report about their task. |

# CONCLUSION [6 points]

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| --- |
| • Describe how your internship is helping your thinking about your future career? |
| My career in the future, I would to be an IT staff in a bank or Micro Finance Institution. I think, this internship is an opportunity for me to practice on my both skills technical and soft skills that I have learnt from PNC to apply my internship. At the same time, I can know many people and get experience from them. It helps me to set my career plan in order to get success. |

|  |
| --- |
| • What is your professional goal for your future first job? How can you reach your goal? |
| My professional future goal job, I want to be an Expert IT staff in professional company, which provides high salary. Therefore, I need to set plan in order to get success for my goal. First, I need to improve DB function and try to troubleshoot about issue on Oracle service. Second, I need to improve my English Skill. For English is very important for communicate with another people who they come from another countries. |

|  |
| --- |
| • What is your professional goal for the next 5 years? How can you reach your goal in next five years? |
| In five years later, I want to be a **Database Supervisor** in any banks or Microfinance. Therefore, I need to set plan from now on. First, I need to work an research more about service, feature in DBA to take experience and get knowledge relate, then go to exam to get global certificate like Oracle, then need to improve my English skill. |

|  |
| --- |
| • Do you plan to continue your study for bachelor degree? Why? |
| After I complete internship, I do not have plan yet to take bachelor degree, it depends on the situation as now VOCID-19 is effected to school to study online but anyway, I will continue bachelor degree in next or after next 1 year. |

# Appendix

