

**VIETNAM NATIONAL UNIVERSITY – HO CHI MINH CITY
INTERNATIONAL UNIVERSITY
DEPARTMENT OF MATHEMATICS**



INTERNSHIP REPORT

Intern

At TRANSACTION TECHNOLOGIES SERVICES LIMITED

Submitted in partial fulfillment of the requirements for the degree of

BACHELOR OF ENGINEERING in

FINANCIAL ENGINEERING AND RISK MANAGEMENT

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Ho Chi Minh City, Vietnam

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By

TA THI PHUONG DUNG

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Supervisor Signature

Certify of the company

PREFACE

An internship is a pre-professional work that provides students with the opportunity to gain experience in a particular area field. It also supplements academics classes and, in some areas, earns college credits. As students, we need to use the things we have learned in school and put it in practice. This is also a good chance for us to get to know our future jobs and to try our strengths.

It was my good luck to take my internship at Transaction Technologies Services Limited (TTSL), which gave me many advantages to strengthen my understanding about my area of expertise.

This is a brief report about my achievements as well as everything I have learnt during my internship. The report focuses primarily on the working environment, my job and benefits that I get. Besides, it is also mentioned about arranging timetable particularly as a springboard for getting pretty in-depth knowledge relating to my favorite major, Business Analyst.

ACKNOWLEDGEMENT

I want to give my sincerest gratitude to Mr. Quan who helped me to contact Transaction Technologies Services Limited. His guidance has contributed to my successful internship by a sense of responsibility and friendliness.

I wish to thank my co-workers at TTSL, especially the people at Business Analyst department who I had spent the most time with during my internship. Their instruction and counsels were crucial to my success.

Last, I wish to thank Toan, Linh, Minh, Su, Tan. They are my colleagues who are always by my side to provide me with prudent advice and encouragements during that time so that I could overcome all the obstacles and finished my internship. The intern period would be more excited thanks to them, one of reasons that I would like to continue working at TTSL in the future is their presence.

TABLE OF CONTENTS

Chapter 1: Introduction to Transaction Technologies Services Limited.....	1
1.1 Company background.....	1
1.2 General information.....	1
1.3 Transaction Technologies' partners.....	2
1.4 Structure.....	3
1.5 Transaction Technologies' Products.....	4
Chapter 2: Job description.....	6
Chapter 3: Personal experience.....	10
Chapter 4: Conclusion.....	12
 List of Figures	13
 List of Tables	13
 References	13

CHAPTER 1
INTRODUCTION
TO TRANSACTION TECHNOLOGIES SERVICES LIMITED

1.1 Company background

The TTL - "Transaction Technologies Limited" is an innovative financial services consulting company in Hong Kong. They specialize in the development of customized applications on securities, futures and options trading and settlement services, and Internet and Mobile since 2003.

In order to deliver optimal financial solutions to their clients, they care about the client's needs, implement best industrial practice with the best of the best company culture.

TTL team is comprised of highly motivated and experienced specialists who are versed in the banking and finance sectors. In addition, their technical consultants and software engineers have in-depth knowledge in a vast range of operating systems, programming languages and security tools.

Their colleagues rise to the challenge as they emphasize in teamwork, quickly adoption of the cutting-edge technology and new systems. They strive towards providing the best service and solutions to their clients with enthusiasm.

1.2 General information

Place of internship : 5/F HBT Tower, 456-458 Hai Bai Trung Street, Tan Dinh

Ward, Dist. 1, HCMC, Vietnam

Director : Mr. Tran Duc Quan

Email : quan.tran@tx-tech.com
Telephone : (08) 3 848 4475
Fax : (08) 3 848 4472
Website : <http://www.tx-tech.com>

1.3 Transaction Technologies' partners

The responsibility of running a business can sometimes be difficult for even the most experienced professionals. Taking on a partner can lighten the workload, lessen financial burdens and improve the overall quality of products, services and reputation.

That is why Transaction Technologies works closely with industry-leading companies to provide the best services to their clients. Here are some of their business partners:



IBM Corporation



Microsoft Corporation



BARTECH (International) Information
Network Limited



AASTOCKS.com



QPI International Limited



innotech

Figure 1.1

1.4 Structure

Business requires structure to grow and to be profitable. Designing an organization structure helps top management identify talent that needs to be added to the company. Planning the structure ensures there are enough human resources within the company to accomplish the goals set forth in the company's annual plan. It is also important that responsibilities are clearly defined. Each person has a job description that outlines duties, and each job occupies its own position on the company organization diagram.

★ Organization diagram of company:

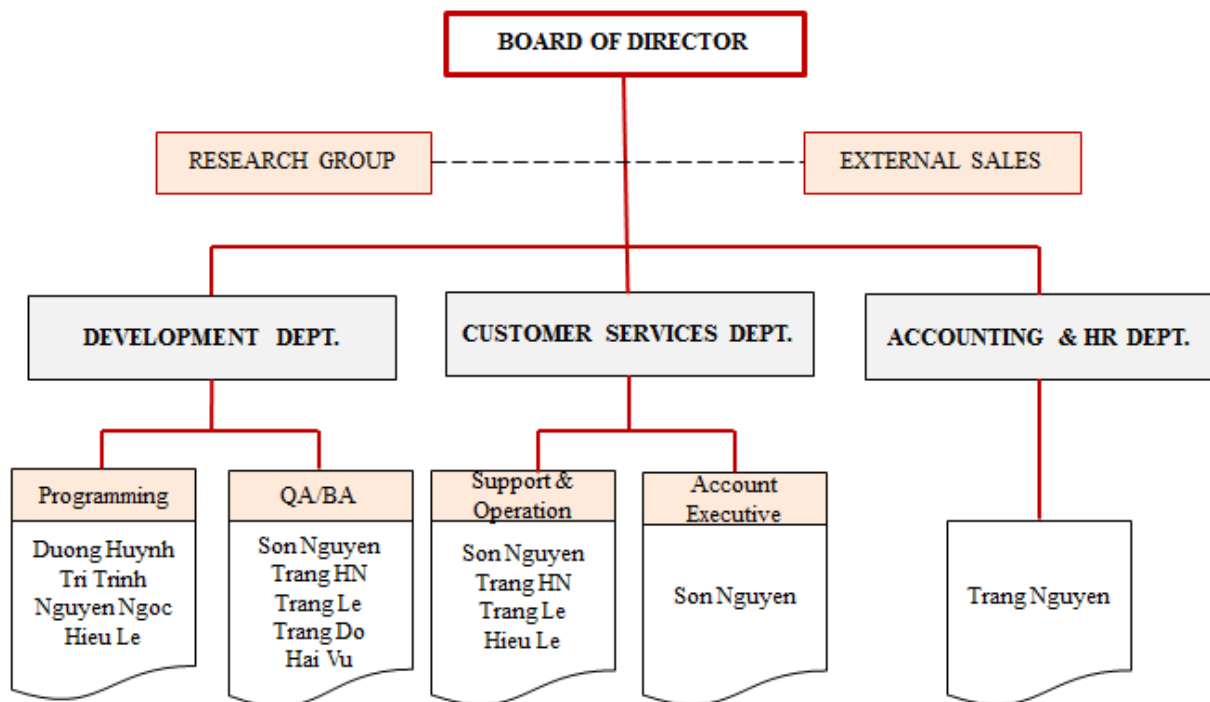


Figure 1.2

★ Function of each department:

- **BOARD OF DIRECTOR**: The function of the Board of Directors is to manage, represent and supervise, as may be necessary, so as to ensure that the Company fulfils

its corporate objectives, while seeking to protect the Company's general interests and create value for the benefit of all the shareholders.

- **DEVELOPMENT DEPT.:** Writing code that converts a software developer's design into a set of instructions a computer can follow, Develops and executes test plans to identify problems with software.
- **CUSTOMER SERVICES DEPT.:** Helping companies effectively and efficiently use computer technology, assists people who are having problems using software, computers, and peripherals, create detailed development plans to facilitate the attainment of goals.
- **ACCOUNTING & HR DEPT.:** audit accounts, provide financial advice and undertake accounts administration, recruiting, screening, interviewing and placing workers.

1.5 Transaction Technologies' Products



WinVest™ offers comprehensive support for multi-asset class in multi-market order and trade management services. Its unique architecture empowers extensive operations, ranging from huge data set manipulation in Back Office and Middle Office as well as performance seeking Front Office Trading.

WinVest™ has been deployed and trusted by our clients for more than a decade with proven technologies and advanced development platform, featuring plug-in technologies of which algo-trading,

smart order routing, trade allocation, real-time trade confirmation and loads of automated services could be implemented readily with plugins to facilitate cooperative development model.



Authenticator is mobile app which combines one time password tokens and fingerprint recognizer to secure your data. Authenticator also support Facial recognition, iris scanning and voice recognition are also in the future development.

Two factors authentication can make distance attacks much less of a threat because accessing passwords is not sufficient for access and it is unlikely that the attacker would also possess the physical device associated with the user account. Each additional authentication factor makes a system more secure. It is because the factors are independent, compromise of one should not lead to the fall of others.



Analytics is a real-time trade and surveillance system in combination with Big Data Engine. It monitors and analyses portfolios, sales performance, trade and access pattern. By utilizing visualization and dynamic reporting tools, real-time rule based alerts setup are made easy, such as Multiple location access, Portfolio deviation, order price deviation, Trade exception, news, and social media messages.

It can be fully integrated with WinVest Services to streamline the workflow, or by making use of any existing solution contributing data to our WinVest platform.

CHAPTER 2

JOB DESCRIPTION

After I had spent lots of time finding a suitable internship position, I finally got a job, which seems to be my dream job, Business Analyst. It turns out, Business Analyst is not as simple as I thought. A business analyst is not necessarily limited to doing one thing. They often wear multiple hats.

So what does a business analyst actually do? A business analyst analyses the organization and design of technical systems, business models, processes and strategic business needs. A business analyst is also responsible for discovering the actual needs of stakeholders and not just what they desire.

In many cases a business analyst will facilitate communication between business departments. – in particular, they will often play a central role in aligning the needs of a particular business unit with the capabilities that can be delivered by IT.

Most employers look for someone who has a good understanding of business analysis, including knowledge of appropriate analysis or modeling tools. A proven track record and relevant experience working in a similar industry or environment is also highly desirable to enable the BA to ‘hit the ground running’ in their new role.

Systems and data analysis skills, such as SQL and desktop data analysis tools, are also desirable skill sets. Beyond that, previous exposure to managing stakeholders at all levels is key.

In summary, if I want to do this job well, skills that I should have and learn are excellent interpersonal and communication skills – written and verbal – are fundamental to success as a business analyst, including the ability to adapt message to different audiences. I should be a creative thinker who can provide alternatives to existing or proposed solutions. I should also be proactive, dynamic and have the desire to make a difference, coupled with strong business knowledge.

I spent 2 months on training at TTSL from July 3rd , 2017 to August 30th , 2017. I went to company for most of working days in a week. And my working time table is dependent on the working time table of the company.

Office time: - In the morning: from 8:30a.m to 11:30a.m

- In the afternoon: from 13:00p.m to 17:30pm

In addition, I had to go to school on Tuesday and Thursday morning every week for studying. I would report my job and the problems of acquisition by myself as follows:

Table 1: INTERNSHIP DAIRY EACH WEEK

TIME	TRAINING PROCESS
Week 1: From July 3 rd , 2017 to July 7 th , 2017	<ul style="list-style-type: none"> - Having an internship the human resources & admin of Transaction Technologies Services Limited, Ms. Trang, she announced company regulations and gave me a card of admission. - She introduced me to everybody in the company and helped me to socialize with them. - Recieving documents and installing software to service working. I learned them by myself.
Week 2: From July 10 th , 2017 to July 14 th , 2017	<ul style="list-style-type: none"> - Meeting my supervisor, the first week when I came, he was busy because he was going on a

	<p>business trip.</p> <ul style="list-style-type: none"> - Testing what I had learnt, being assigned a specific task to do. - Having presentation on the weekend.
Week 3: From July 17 th , 2017 to July 21 th , 2017	<ul style="list-style-type: none"> - Discussing about some problems with my supervisor. - Being assigned a new specific task to learn relating to company's software. - Reporting what I achieved in the given task.
Week 4: From July 24 th , 2017 to July 28 th , 2017	<ul style="list-style-type: none"> - Discussing about some problems with my supervisor. - Being assigned a new concrete task to do relating to company's software. - Meeting a senior boss, who came from Hong Kong, we talked together and the boss shared his unusual experience. - Having presentation on the weekend.
Week 5: From July 31 th , 2017 to August 4 th , 2017	<ul style="list-style-type: none"> - Discussing about some problems with my supervisor. - Being assigned a new concrete task to work relating to company's software. - Having meeting with my team, Business Analyst. I was a unique internship at BA position, so team members are regular staves. - Having presentation on the weekend.
Week 6: From August 7 th , 2017 to August 11 th , 2017	<ul style="list-style-type: none"> - Discussing about some problems with my supervisor. - Being assigned a new concrete task to do relating to company's software.

	<ul style="list-style-type: none"> - Having meeting with the senior boss again, studying experiences from different teams by their presentation. - Having presentation on the weekend.
Week 7: From August 14 th , 2017 to August 18 th , 2017	<ul style="list-style-type: none"> - Discussing about some problems with my supervisor. - Preparing all materials and making a slide to summarize about the company's software, Winvest. This is a important task to help my director introduce their product to their customers. - Having presentation on the weekend.
Week 8: From August 21 th , 2017 to August 25 th , 2017	<ul style="list-style-type: none"> - Discussing about some problems with my supervisor. - Training my team about business profession and more details of company's software. - Having party with all staff of the company.

★ Because of confidential commitment, I could not write details tasks each week.

CHAPTER 3

PERSONAL EXPERIENCE

Through 9 weeks of training and working at TTL, I got a lot invaluable working experience, in my opinion, which will soon prove to be essential to my future career. These freshly-gained knowledge can be categorized into four types:

First, this is about technical skills. As I mentioned before, I am a mathematic student, majoring in financial mathematics, so I already have some knowledges about financial market and using this company's software, Winvest, needs to have a wide understanding of this field. Let's approach mission, I had to install Winvest, it may be basic, but when I want know how to use it or make it effectively, that is really a challenge. Not only learning about using real software to work but also learning to be patient thanks to entering details of this software which support most of task in securities trading.

Second, my communication skill is significantly improved. My supervisor always asked me to make presentation every weekend, this is advantages to me for improving my soft skill, making me confident. Moreover, when I had the meeting with teams, I had opportunities to argue together about problems which points relating both teams. I could promote self-idea with my team and my supervisor, sometimes they rejected it and contributed another opinion, but sometimes they accepted and disseminated my idea. To be honest, at this moment I have lacked of lots of specialist knowledge and skills that support to working but I have accepted it and tried my best to adjust to this new environment. Besides, I also learned so many essential skills in dealing with customers and working with staff.

Third, I learnt how to effectively manage time. According to my schedule, I have not only taken internship but also attended my class. What is important I must consider here would be arranged time. Assigning tasks to do for working and studying must be suitable in order to get the best effect I can.

Lastly, I have learnt the key principles of teamwork that I gained from experience. Members should listen to each other's ideas, question each other that each member of team observes others interacting, discussing, and posing questions to all members of the team. Members should respect the opinions of others. We observe the others encouraging and supporting the ideas and efforts of others. In addition, the important things are helping, sharing and contributing to the project together.

In short, after 2 months of hard-working, my professional toolset has been dramatically improved . Now I know how to use the company's software, Winvest, how to deal with customer's need. I have been good at communication. Furthermore, I can step up achievement by organizing plan properly and how a team can works well together. This internship has been one of the most productive time period in my career.

CHAPTER 4

CONCLUSION

TTSL Viet Nam is a dynamic and progressive foreign owned software company, specializes in providing core solutions used for securities trading. We have been successful in delivering the Winvest - Invest Expert system to many Securities companies in Vietnam. Services provided by TTSL Vietnam include system integration, project implementation, system development, and consulting services.

I am very lucky to be accepted to intern at TTSL. I feel grown-up with experience in technical skill, communication, skills to solve difficulties. This job can help me to change my thoughts and bad habits. I love this jobs, I became mature thanks to experiences during this internship. I think that the time for my internship course is pretty short. I hope that I will have chance to work at TTSL for the next time.

At last, I wish all of you a good health and success.

Thank you very much!

List of Figures

Figure 1.1.....	2
Figure 1.2.....	3

List of Tables

Table 1.....	7
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