unit 1: about the rules and principles in a code of ethics in a technology company (list the rules/ principle, explain and give examples)

work ethics at workplace is really necessary and in my opinion, a set of ethical principles should be given in a technology company. the first one is that all employees have to obey the copyright law. the second one is talking high responsibility for work. last but not least, do not use others'computers without their permission.those ethical principles can bring some certain impacts on the company as well as its employees. for example, taking high responsibility for work can promote the productivity, increasing the revenue of the company, and then raising salary for employees. to my mind, the first principle is the most important in a technology company. this is because someone can be sued for violating copyright law if she or he copies others'works. this affects the reputation of the company. in the future, i would like to work in a company where ethical principles are strict and clear and they are applied to every employee, even the employers or managers.

unit 1.2 register copyright in IT.

it is really necessary to register a copyright for your work in the field of information technology; and here are some steps to follow. first of all, you need to go to the copyright office and fill in the register application form, for example, your name, a short description of your work, your address, and so on. next, you file the application form with fee. the fee depends on your type of work. after 30 days, if there is no objections, your registration will be examined carefully by the examiners of the copyright office. if there is no similarity found, your registration will be approved. finally, you will be received an extract from register office as an evidence to confirm that your work has been protected by the copyright law. in brief, registering a copyright for your work is extremely important, otherwise others can copy it easily.

Unit 2: to describe steps to develop a software you know well.

Nowadays, many people use the bus to go to work or school. The buses are becoming more and more popular. So Transerco develop a software called “Tim bus” is used to search for bus routers, view bus information in Ha noi city. There are 7 steps to develop this app. The first step is sketch the app idea. Next step is do some market research.They interviewed regular bus users for functional and non-functional requirements. Next, they designed the app layout and graphics. Then, the app landing page was built. Next step, the developers made the app with code. Once the app was tested carefully, it will be uploaded to Appstore and Google Play. Users download, use the app and give feedback. The developer will absorb user feedbacks and improve the app.

/\*mobile games created with educational or lifestyle- and health-improvement purposes. For example, it can be used in speech-language pathology, children's rehabilitation in hospitals, memorising things and learning languages (Memrise). there are 8 step to develop mobile games.first, you need to create something innovative and engaging which can appeal to a mass audience to help you make profits.secondly, you should make a story for your game for example you can answer the questions about hero and villain in the story, their strengths and weaknesses and the reason to fight... thirdly, make it easy and fun with a gradually increasing difficulty level. beside, you need to identify the key flatforms for your software. next, create a stunning design such as a flat design or a comic style with a 3d layout... after that, you need to plan your game monetization strategy before starting with the development and have a plan to recover the investment. then, deciding the main design tools to use and the type of game you need to develop.finally, choose appropriate developers who has experienced to transform your idea into a profitable business.in addition, there is one small note at the fourth step you should focus on the OS which your most profitable players will use and prioritize.\*/

unit 3: install computer software or hardware

Today, i will share how to install the photoshop which is used for editing images, retouching photos. So let's start, we have 6 steps to install the photoshop.

Firstly, you need to have a installer version of the photoshop or you can download form the internet.

Secondly, decompression the installer version into any folder.

Thirdly, run file installer.exe by double click on its icon.

After, choose the destination folder.

Then, follow the onscreen instructions to install this program. The program is installed automatically.

Finally, after installing the photoshop, you need to reset your PC.

In addition, there is one small note if you don’t want to do all this step again. When choosing the destination folder, make sure that folder is enough space to save data of your photos because after decompression it can take many space of your disk.

unit 3.2 describe a computer maintenance procedure

It is hard to imagine our lives without computers. For most of us, the days are few and far between when we do not use our computers to pay bills, play games, surf the internet,…so on.

Since computers are such an integral part of our lives, it is crucial that we take care of them by having them properly maintained.Computer includes many components but hardware is the most important one. It is consider as the heart of computer. There are some tips that will at least help prevent your computer from having problems, and make recovery easier when they do occur. Firstly, you need to perform regular backups at least weekly. It will keep your device from losing important information. Secondly, automatically executing a virus scan program at startup daily will keep your computer safe. Finally, you should always clean the computer and the area around it. Specifically, you are not allowed smoking around the PC and place your PC where it will not be jarred, kicked or bumped. The maintenance is pretty important because the cost of regular maintenance is very small when it is compared to the cost of fixing a major breakdown. The main purpose of regular maintenance is to ensure that all equipment required for production is operating at 100% efficiency at all times.\*/

unit 4: testing team, review on a new it product that is going to be launched

Here are some of my reviews on OPPO A92, the new IT product of our company. In my opinion, its design is simple, but very impressive. However, it is only available in black, so I think that there will be more options for users if it has more colors, for example gold and silver. These are popular colors. In terms of memory capacity, I think it is not large enough for users to store a lot of data. It should be expandable up to 64 GBs. About the pros, the touchscreen is smooth and sharp, the fingerprint sensor is speedy and responsive. To my mind, in comparison with other phones at the same price, the camera seems to be its weakness. Its image quality when taking photos in low light conditions is not good. Overall, the designers should consider to improve its weakness. I hope that my reviews will be helpful for designers to develop a product with better quality.

unit 5. the procedures for supporting customer through telephone

Customer service is an important tool to compete effectively, and professional customer care will bring a huge source of revenue. Therefore, customer support procedures through the telephone of a support technician are necessary. Firstly, when you receive a call from a customer give the greeting and identify yourself such as: " Hello. This is Huong from ABC company. I'm a support technician. How can I help you?" Secondly, you have to listen to the customer's inquiry request or complaint. Then, collect necessary information like name, specifics of problems with some questions such as: "May I have...? Can you give me...? After that, you need to repeat the problems and get confirmation to ensure correct understanding. Next, you should apologize to the customer if the problem is caused by you, your company, or your product/ service. You should express sympathy and reassure that you should send an on-site technician to the customer's home to resolve the problem. Finally, confirm that issue will be resolved to the customer's satisfaction.

unit 6. Write a short paragraph (120-140 words) about codes of ethics, responsibilities, skills, qualifications/ degrees needed for your future job.

/\*I was interested in computers when I was a child. And I have realized the importance of Information Technology to human’s life. Luckily, I had opportunities to study in Hanoi University of Industry, and my major is IT. After graduating, I hope that I will work as a software engineer in big company such as: FPT, Viettel or SamSung…so on. A software engineer is responsible for the design, development, maintenance, testing and evaluation of computer software. As for as I research, to get a good job in the future, I need to have an university diploma of fair or higher and certification relate to this major. Besides, I should have some skills such as: fluent in a foreign language (English, China, Japan….), soft skills include communication and presentation skills. Moreover, in my future job, I should follow some codes of ethics. For example, I have to withhold information and obey the law on the company. In addition, I need to honest, take responsibility for my actions, friendly with colleagues or continue to enhance technical knowledge and other work-related skills. In short, I am working day by day to pursue my passion and succeed in future work.\*/

Now, I'm majoring in Information technology. After graduation, I'm going to do jobs that relate to my major, becoming a web designer.

I'm very impressed by the benefits that are offered by useful websites and I will really into making products like them in the future.

When I decide to work as a web designer, I'm responsible for using computer languages such as PHP, Javascript,.. to write two main parts of any web known as front-end and back-end.

Concretely, front-end are things that are displayed on the website, and back-end is things that instead of displaying on the website, help servers, applications, and databases communicate.

In my opinion, I find that job requires you to have large knowledge. Besides, skills are very important, too. I need to study hard and develop my technology skills, and, to achieve a good salary I dream, I need to get my English skills better. Finally, obeying the codes of ethics at the workplace is also paid attention to. In my personal view, there are two of the most essential laws. firstly, I need to accept full responsibility for my work and secondly, I should continue to update and enhance technical knowledge and other work-related skills. I'm sure that If you have careful preparation, you not only can find a job that is suitable for you but also can get a stable promotion in the future.

unit 7.1 write a CV to apply for the position

March 24, 2020

Dear Mr.ABC,

I am writing to apply for the Staff Engineer on the Lenovo company. As requested, I enclose a completed job application, my certification, my resume and some references.

**PERSONAL INFORMATION**

* Full name: Nguyen Thi Huyen
* Date of birth: April 17th, 1999
* Address: Dong Xuan, Soc Son, Ha Noi
* Gender: Female
* Email: [huyenbon99@gmail.com](mailto:huyenbon99@gmail.com)
* Mobile phone: 0983086xxx
* Skype: huyenbon

**EDUCATION**

* Student of Hanoi University of Industry (2017-2021)

Major: Information technology

**TECHNICAL SKILLS**

* Totally ~ 1 year experience with front-end development
* Knowledge and passion at Software Architecture like MVC, MVMM… and Vuex
* Knowledge with Vue framework.
* Good design layout use flex-box.
* Can work with network API
* Basic skill/ knowledge with Javascript programing language (es6))
* Can use Version Control System (Github, SVN)

**EMPLOYMENT**

* June 2019 - January 2020: Software developer at VHV company

**FAVORITE**

* Love study/ research
* Love reading
* Love movie/ music...

The role is very appealing to me, and I believe that my strong technical experience and education make me a highly competitive candidate for this position.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Nguyen Thi Huyen

Unit 7.2 cover letter must consist of three main parts:

Dear Hiring Manager,

I am writing to express my interest within your company; therefore, please allow me to submit my curriculum vitae for your review. I used to be a student of information technology at Hanoi University of Industry and have grown my career in web design at FPT company, I am confident that I can make a valuable contribution to your company’s future projects and initiatives.

You will find me to be well-spoken English, energetic, confident, personable, and versatile, the type of person you can to place me in some contexts with confidence that the level of excellence you expect will be met. Please see my curriculum vitae for additional information on my experience.

About the reason, I am looking for a career that will allow me to use the knowledge I have, to acquire more knowledge, and excel within your company. So, I hope that you’ll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a member of your team.

I can be reached anytime via my cell phone, (84) 0000-000-000. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Unit 8 to retell it based on suggested questions (120-140 words).

To have the best preparation after graduation, last week I applied for a job in graphic design for FPT. That day I was interviewed by the CEO of the company and I felt quite nervous when it was the first interview for my career. They asked a lot of questions, but there were two that impressed me the most.

Firstly, they ask if I had any soft skills?.

Honestly, if you are not an active student, you will certainly only participate in the school's learning activities. That will be a big minus point for employers when you do not have the necessary soft skills.

Secondly, they asked me: “Do you mind working overtime”

I answered that I was willing because I understand the’s nature of the job. I found they were pleased to hear that answer.

Also, there are other questions about education, experience, old company,… through this interview, I have gained valuable experiences for myself. Although I failed this interview, it gave me things that are more than a job.