

**FACULTY OF ARCHITECTURE AND ENGINEERING
DEPARTMENT OF COMPUTER ENGINEERING
PROFESSIONAL PRACTICE NOTEBOOK**

To Be Completed by the Student

Student Name: Xhoel Bano

Week: 1

Professional Practice Site Supervisor: Leolita Borova

Department Professional Practice Supervisor: M.Sc. Sabrina Begaj

Field of Experience: Business Intelligence

I. Please indicate the times you were engaged in professional practice:

Date	Day	Time	Hours:
14/06/2021	1	09:00 – 13:00	4
15/06/2021	2	09:00 – 13:00	4
16/06/2021	3	09:00 – 13:00	4
17/06/2021	4	09:00 – 13:00	4
18/06/2021	5	09:00 – 13:00	4

Total Hours for professional practice: 20 hours (in total)

Hours: 20 hours (this week)

II. Evaluation of Week's Experiences:

A concise description of what you did each day:

Week of JUNE 14 through JUNE 18, 2021 (20 hours):

Monday, June 14:

First day of internship. A brief introduction of bank terms and policies. Also, breaking the ice activities to get to know other interns from different sectors. Furthermore, I got information about my sector, supervisor, my role, and my duties. I was going to operate in the Business Intelligence sector of OTP Bank Albania as an intern. I introduced to my supervisor Mrs. Leolita Borova (Head of Business Intelligence). Most of the activities I would comply with during the internship would be:

- Providing support to the BI sector (mainly) and to other departments of the bank in maintaining and updating current reports and assisting them in daily jobs.
- Help in solving daily reconciliation issues and assist end-users upon report requests.
- Test data integrity and quality of reports.
- Internship "graduation project".

Tuesday, June 15:

Another meeting with the interns and HR team. First completed all the paperwork needed to start the internship: contract, personal declaration statement, and bank security statements. This day was also a training day for the interns. First of all, there was general training by the HR team which explained in detail the policies of the bank and ethical terms related to the everyday job at premises of the bank. After that, I went to the IT sector to conduct sector-specific training relating to bank security and data integrity. This presentation was compulsory for every employee that was going to interact with the bank system, as the bank must keep their data safe. It mainly consisted of dealing with email and password recovery, what is and how to identify phishing emails, and even what steps to take when the system/software is under the attack of a virus.

Wednesday, June 16:

I visited for the first time my sector and my office where I would conduct the internship and assist the bank with daily jobs. This was also my first day in the office on the premises of OTP Bank Albania. I was located at the Head Quarters of OTP Bank Albania at Twin Tower 1. This was my first acquaintance with my colleagues. I meet my professional practice site supervisor Mrs. Leolita Borova (Head of Business Intelligence). Also, meet the office and sector colleagues. They give me some general tips and a warm welcome. My supervisor gave me a short introduction about my duties and explained how the problems were solved at the BI sector step by step. She introduced me also to the current project which consisted of creating a central Data Warehouse to place the bank's database system.

Thursday, June 17:

While waiting for the IT team to set up my PC and my environment and give me the rights to access the system, one of the colleagues from my office introduced to me the software and technologies they were using. The main software they were using was PowerBI which is a business analytics service by Microsoft. They used it to provide interactive visualization and create simple interfaces and dashboards for their reports. Also, he gave me a detailed description of the database they used. They used Oracle Database as a database management system to store and retrieve all their information.

Friday, June 18:

The IT sector provided me with my personal bank-hosted email. Also, they provided me with the computational units needed to assist during my internship. They also get me access to the shared documents file and also at PowerBI and Oracle Database. One of the colleagues from my office gave me some pre-made presentations/tutorials for the software needed and let me learn and get used to them.

Summary Statement:

This was the first week of the internship. It was breaking the ice week where I get to know my role and duties. Also, all the paperwork was finalized, I finished all the pieces of training related to the general terms and security policies of the bank. I introduced my supervisor Mrs. Leolita Borova (Head of Business Intelligence) and colleagues. The software needed to handle during the internship were PowerBI and Oracle Database. The activities which I would assist

during the internship were:

-Providing support to the BI sector (mainly) and to other departments of the bank in maintaining and updating current reports and assisting them in daily jobs.

- Help in solving daily reconciliation issues and assist end-users upon report requests.

- Test data integrity and quality of reports.

- Internship “graduation project”.

Professional Practice Site Supervisor Signature:

Date:

Student Signature:

Date:
