**Overview:**

I am pleased to introduce myself as Zain Zakir. I had the privilege of undertaking an enriching internship experience at Kassim Textile (pvt) Ltd starting from 17th August to 16th October’2023, where I had the opportunity to immerse myself in a dynamic and fast-paced work environment. Throughout this internship, I was assigned to the IT Department, where I actively contributed to various projects and gained valuable insights into the field of Servers and Networks. This report encapsulates my journey, detailing the tasks I undertook, the skills I acquired, and the knowledge I gained during my time at Kassim Textile. I am excited to share my experiences and insights with you through this report and look forward to discussing them further.

**Kassim Textile Private Ltd:**

Kassim Textile is a renowned and established denim manufacturing company based in Pakistan. With a rich history spanning several decades, Kassim Textile has earned a distinguished reputation within the global textile and apparel industry. The company is known for its diverse range of denim products, including various fabric weights, finishes, and designs. Whether it's classic blue denim, innovative stretch fabrics, or specialty finishes, Kassim Textile caters to the evolving needs of fashion brands and apparel manufacturers. Kassim Textile has a global presence and serves clients across the world. Its products are widely used by fashion brands, designers, and garment manufacturers who appreciate the company's consistent quality and reliability.

**Internship Goals and Objectives:**

The primary goal of my IT internship is to gain practical, hands-on experience in the field of information technology while contributing to the success of the organization. During this internship, I aim to achieve several key objectives:

1. **Skill Development:** I intend to enhance my technical skills in areas such as system administration, and network management. This internship provides an invaluable opportunity to apply the theoretical knowledge I've gained in my academic studies to real-world IT challenges.
2. **Problem-Solving:** I aspire to become a proficient problem solver by tackling complex IT issues and troubleshooting various hardware and software problems. Through practical experience, I aim to develop the ability to analyze, diagnose, and resolve IT-related issues effectively and efficiently.
3. **Communication:** Effective communication is vital in IT, both in explaining technical concepts to non-technical stakeholders and collaborating within the IT team. My objective is to improve my communication skills and ensure clarity in conveying IT-related information.
4. **Professional Growth:** Ultimately, my overarching goal is to utilize my time gaining a deeper understanding of the industry's nuances and building a strong foundation for a successful career in related fields.

**Work and Duties:**

* Help Desk:Initially I was appointed as a help desk representative where I communicated with employs from different departments of the company and listened to the problems they were facing with their systems. My main task was to ask questions as to identify the exact problem they are facing and launch the complains. The complains were then resolved by our IT support team.
* Hardware:  
  I also worked as Hardware support. Fixing computers, intercoms, printers are some of the tasks I was required to complete in the hardware room. Malfunctioning computers and intercoms were sent to the hardware room from other departments of the company to be fixed and returned within a specific time period.
* IT Support:

I worked with the IT support team to resolve the complains that were launched from the help desk. We remotely accessed systems through their IP addresses and fix problems like malfunctioning softwares, installing drivers, email configuration etc.

* Servers:

I also got a chance to work on server machines and VMs. Understanding shared drives and server management was quite interesting for me.

* Networks:  
  I only had a brisk interaction with networking. Worked with the networking team to troubleshoot networking issues around the organization. Cable tracing, Printers and intercoms network configuration, Making Ethernet connectors are some of the highlights of my experience on the network side.
* Block-chain:  
  Working in the block-chain area was one of the most exciting and interesting part of my internship, I got hands-on experience of troubleshooting the mining rigs and also looking after the Cards. The block-chain department encouraged me to read more and more about how block-chain works.

**Learnings and Skills:**

1. Communication:  
   Working at the help desk really enhanced my communication skills, explaining the technical areas to people with quite low IT knowledge has taught me how to be tolerant and convey my message respectfully.
2. Hardware Knowledge:

The experience in the hardware room taught me how to diagnose and fix any problem in a computer. From a malfunctioning mother-board to the bios settings.

1. Spontaneity:   
   Working as an IT support I learnt to multitask and to be spontaneous with my work in order to provide a smooth experience to the employs.
2. Corporate Experience:

As this was my first working experience, this opportunity taught me a lot about the corporate culture, it’s SOP’s and the hierarchy it follows.

1. Networking Knowledge:

Working with the networking team gave me a brief knowledge of networking and how networks actually work.

How data travels through networks, and what part do IP’s play in data transfer are some of the examples of the theoretical knowledge I gained.