



**A Comprehensive Analysis of HR and Administrative Practices: My
Internship Learnings from Daffodil Computers PLC. (Building The
Future With Innovation)**

Submitted by:

Md. Rabbi Khan.

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Supervised by:

Md. Ariful Islam Laskar

Assistant Professor

Department of English

Daffodil International University

**This report is submitted in partial fulfillment of the requirements for the
degree of Bachelor of Arts (hons.) in English.**

Date:

Declaration

I hereby declare that this internship report, titled “**A Comprehensive Analysis of HR and Administrative Practices: Internship Insights from Daffodil Computers PLC (Building The Future With Innovation)**” is prepared by me, **Md. Rabbi Khan**, Id: 221-10-927, and this report is submitted to the Department of English, Daffodil International University.

This report represents my genuine experiences during my **three-month internship** at Daffodil Computers PLC in the **Human Resource & Administrative Department**. Everything shared here, such as the information, findings, observations, are directly from my own observations, learning process, and understanding of how the organization operates.

I affirm that the report is my own original work and has been prepared under the supervision of **Md. Ariful Islam Laskar**, Assistant Professor, Department of English, Daffodil International University. The information, observations, and findings included in this report are true to the best of my knowledge and have not been submitted, in whole or in part, for any other academic purpose. All sources of information used in preparing this report have been duly acknowledged.



Rabbi
10/12/23

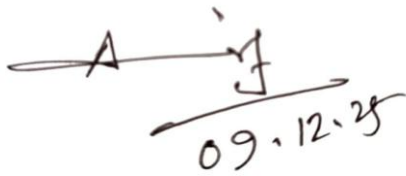
Md. Rabbi Khan
Department of English
Daffodil International University

Certification

This is to certify that the internship report titled “**A Comprehensive Analysis of HR and Administrative Practices: Internship Insights from Daffodil Computers PLC**” is submitted by Md. Rabbi Khan, Id: 221-10-927, a student of Bachelor of Arts (Hons) in English at Daffodil International University, and has been prepared and completed under my supervision.

This report is based on the intern’s three-month practical and real-life experience at the Daffodil Computers PLC, in the Human Resource & Administrative Department. To the best of my knowledge, this report represents the student’s original work and has not been submitted to any other institution for academic purposes.

I am pleased to approve this report as part of the partial fulfilment and requirements for the Bachelor of Arts (Honors) in English degree. I wish him every success in his academic journey and future professional career.



Md. Ariful Islam Laskar
Assistant Professor
Department of English
Daffodil International University

Acknowledgement

First and foremost, I am deeply grateful to Almighty Allah, the most beneficent and the most merciful, for giving me strength, patience, and guidance throughout my academic journey and during my internship at the Daffodil Computers PLC.

I would like to express my sincere gratitude to my supervisor **Md. Ariful Islam Laskar**, Assistant Professor, Department of English, Daffodil International University, for his continuous guidance, valuable advices, and encouragement, which have helped me a lot in completing this internship report successfully. I wish him good luck and all the best in his academic and professional life.

My heartfelt thanks also extended to Mr. **Md. Fazlay Rabbi**, Jr. Executive, HR & Admin, whose humble, charming, and friendly behavior made my internship experience truly enjoyable. His guidance, advices, and trust in me greatly helped and improved my learning and practical understanding of how an organization works." I am also thankful to all my colleagues at the Daffodil Computers PLC for their cooperation, support, and encouragement throughout my internship period.

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Md. Rabbi Khan

Department of English

Daffodil International University

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Executive Summary

During my three-month internship in the Human Resource and Administrative Department of **Daffodil Computers PLC** (DCL), I have gained many valuable practical and real-life experiences in a professional corporate environment. I had the opportunity to work in several fields of tasks, including the employee documentation, attendance coordination, recruitment support, file management, and day-to-day administrative activities. These responsibilities helped me to observe the real HR and administrative operations while improving my multitasking ability, communication skills, and overall workplace professionalism.

My academic background in English, especially communication, professional writing, employability skills, and presentation techniques, helped me apply and enhanced my knowledge in real-life workplace situations. Throughout my three-month internship, I have developed essential skills such as team collaboration, problem-solving, adaptability, and digital documentation skills. Overall, my internship at the Daffodil Computers PLC has been a significant step in aligning my academic learning with real-life workplace practice. It helped me understand HR & administrative work, and also prepared me for my future career by increasing my confidence, knowledge, and readiness for professional life.

Chapter 1: Introduction

In today's fast-changing competitive modern world, soft skills like professional communication, adaptability, conflict management, confidentiality, ethics, attention to detail, and teamwork are very important for any professional. Internship helps all of the students to experience real-life and practical life work environments in an organization and also gives them opportunities to use the knowledges that they have learned in the classroom. During my three-month internship at **Daffodil Computers PLC**, I have gained practical and real-life hands-on experiences in human resources and administrative tasks, which are very much essential for the smooth functioning of any organization.

Daffodil Computers PLC is a well-known IT based company that mainly focuses on the best management and they also takes good care of their employees. As an HR & Admin intern, I have participated in different tasks, which includes employee attendance tracking, official record keeping, assisting my team with recruitment, organizing meetings, CV shortlisting, digital documentation tasks, employee engagements and supporting day-to-day office administration. I have worked closely with **Mr. Md. Fazlay Rabbi, Jr. Executive, HR & Admin**, whose guidance helped me understand how HR and administrative activities helps the company to reach its goals.

This internship also allowed me to use the skills and knowledge I gained during my **B.A. in English** program at Daffodil International University. For example, **Employability 360°**, **Computer Fundamentals** and **Art of Living and other courses** taught me to adapt things in different work situations and stay calm while being under pressure. **Presentation Skills Development** helped me express my ideas clearly in meetings, while **Listening, Speaking, and Pronunciation** improved my communication with my colleagues and superiors. Additionally, my studies in literature and media also helped me become more creative, solving the problems in a better way, and pay more attention to details while doing HR-related work, as the tasks are very important and any mistake may lead to errors in records.

Additionally, my experience during my service at the Daffodil International University BNCC Platoon as a Cadet Sergeant in the Bangladesh National Cadet Corps (BNCC) also played a significant role during this internship. The discipline, knowledge, ethics, and skills I have gained while being a cadet had helped me to walk feet to feet, side by side with my colleagues in the

office. Additionally, it also allowed me to collaborate effectively and maintain a strong professional presence in my workplace.

Overall, my journey as an intern in the HR & Admin at Daffodil Computers PLC was not just about observing HR and administrative works but also a chance for my personal growth, learning new skills, and applying my academic knowledge in a real-life working place. This experience helped me to understand the importance of effective and structured HR and administrative management. It also helped me in developing my important soft skills like communication, adaptability, conflict management, confidentiality, ethics, and also to pay more attention to the details. Furthermore, it has prepared me for the future challenges and expanded my knowledge about it and also has improved my understanding of how a company or organization operates.

Chapter 2: Background and Significance of the Project

2.1 Background

Internship allows all of the students with a practical platform where they can apply their academic knowledge in real-life workplace situations. They give an opportunity to the students to experience about how an organization functions and how to implement the classroom knowledge and ideas in real-life practice. During my three-month internship at the Daffodil Computers PLC, I have worked in the HR & Admin department, where I have gained hands-on experience in human resources and administrative activities that are vital and necessary for keeping any organization running smoothly.

Daffodil Computers PLC is a growing IT based and focused company that focuses on best management and takes good care of their employees. The HR & Admin department plays a crucial role in ensuring that all of the employees are well-managed, office operations run smoothly, and organizational policies are effectively implemented and maintained by the employees in the workplace. In today's fast-changing competitive modern corporate world learning and understanding about HR and administrative work is very important, where companies need to face challenges like keeping talented employees, reorganizing departments, and following labor rules. Participating in these kinds of activities during my three-month internship, it helped me learning about how HR and administrative tasks continuously supports the company's objectives, maintain order in the workplace, and helping the managers in making some critical decisions.

During my internship, I had to work with a wide range of tasks that helped me to gain practical and real-life knowledge and also to develop my key professional skills. These included the below tasks:

- Maintaining employee records and their attendance
- Assisting my team in recruitment and onboarding of new staff
- Coordinating the meetings and office activities
- Supporting day-to-day administrative operations
- Observing and learning HR policies and employee engagement strategies
- Record-keeping, training and improvement support, and policy implementation

Administrative work helped the office to run smoothly, such as organizing meetings, keeping documents in a structure, and supporting both staff and managers. Through these experiences, I have learned how important HR and administrative tasks are for making the organization efficient, maintaining fairness in the workplace, and helping the employees to work better.

2.2 Significance of the Project:

This project is important because it offers an in-depth and practical understanding of HR and administrative practices in a real organizational workplace. This project paper demonstrates how efficient HR and administrative management supports the overall business success, maintains the organizational efficiency, and keeps employees engaged by looking into the procedures and activities I have observed and learned about during my internship.

Additionally, this project paper highlights the connection between academic knowledge and practical implementation in the modern and competitive job sector. The knowledge I have gained during my academically **B.A. in English** program, such as communication skills, problem-solving, attention to detail, teamwork and professional ethics, was directly applicable to HR and administrative activities. For anyone who is considering or willing to have a career in HR or administration, this project also highlights the development of critical soft skills, such as professional communication, flexibility, confidentiality, conflict resolution, and attention to every detail.

Overall, this project offers a more comprehensive understanding of how HR and administrative work support the organization in achieving its goals and maintaining an efficient workplace, along with illustrating my personal learning, mistakes, growth, and understanding during the internship.

Chapter 3: Overview of Daffodil Computers PLC

Daffodil Computers PLC is an IT company that is well established and located in Dhaka, Bangladesh and offers a broad range of technology, products, solutions and services. The company focuses on providing quality IT products, software solutions, and services that support the efficiency of the businesses in order to operate smoothly. Daffodil Computers PLC has managed to gain a good reputation in the area of reliability, innovation, and customer satisfaction in the IT industry. It believes in innovation, quality, and serving its clients well. Daffodil computers PLC has helped and also played an important role in the IT industry of Bangladesh grow as it is operating its operations since 1990.

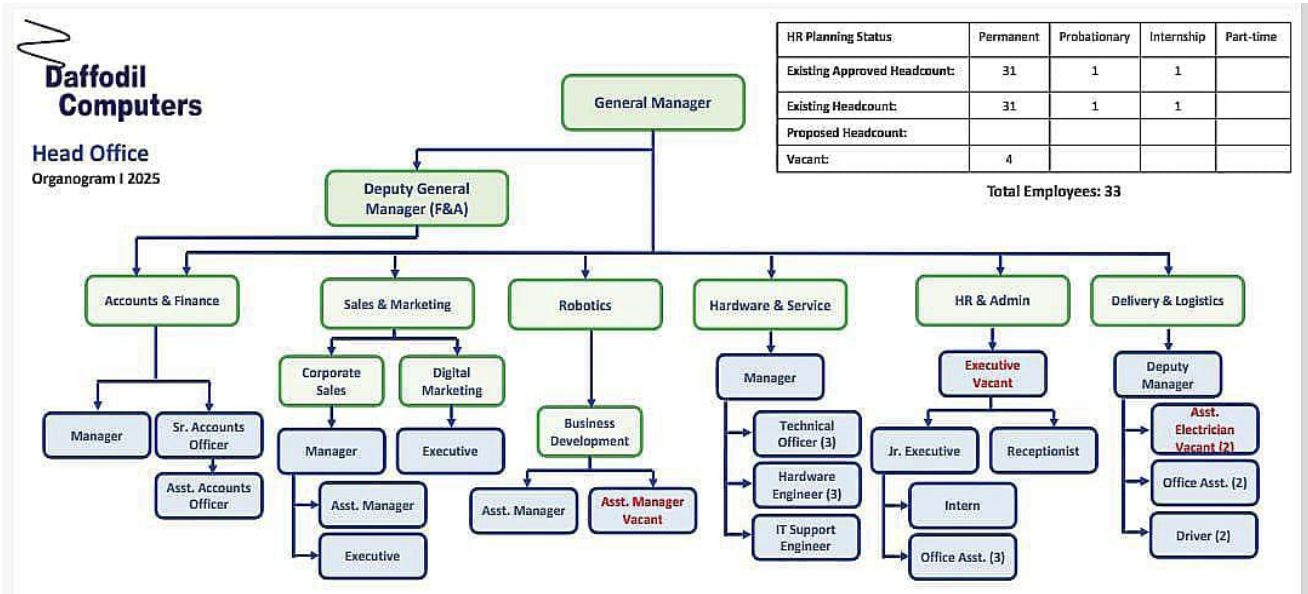
In DCL, there are several departments including, Manufacturing Unit, Sales and Marketing, Daffodil Software Limited, DCL IDB Branch Office, Dolphin Computers, Computer Clinic, and special projects such as **Kiosk** or **one card**. All the divisions are solution-oriented to provide certain solutions:

- **Manufacturing Unit:** The manufacturing unit is one of the DCL Hi-tech Industries, which is based in the Hi-tech Park within Kaliakoir, Gazipur, Bangladesh. It has a built-up area of 20,000 sq. ft. with SMT, automated assembly systems, and specialized testing labs that produce laptops and so on. It focuses on innovation, quality, and sustainability while maintaining full compliance with local and international standards.
- **Sales and Marketing:** The Sales and Marketing team markets or promotes the products and services of DCL's IT to the customers. They are involved in developing good customer relationships and expansion of the market in order to reach for the company in the IT-based market. They work towards assisting the company to meet new clients and expand their business in the market.
- **Daffodil Software Limited (DSL):** Daffodil Software Limited develops software solutions for the basis of various business and institutional requirements. These comprise management systems, custom applications, and other digital resources. These include management systems, custom applications, and other digital resources. Their work helps organizations to function better and meet the specific technology demands according to the organizations.

- **KIOSK Project:** The KIOSK is a service providing project that provides important services to both students and teachers in the campus, which includes printing, snacks, selling books among others and etc. The KIOSK's are located in the ground floor of the tower of the knowledge valley (AB4) in the corner of the Inspiration Building (AB1) and before the Textile Engineering Building.
- **One Card System:** The one card provides a online platform through which students can purchase the things they need and pay various services on campus. Examples include tuition fees, gymnasiums, parking, DIU bus services, QR-based payment systems, NFC, and employment portals. As part of Daffodil International University's **cashless campus initiative**, the One Card allows students to recharge their account with a desired amount and use it for expenses within the campus. Also, it works as a virtual ID card to the holder and gives easy and safe access to campus services and facilities.
- **DCL IDB Branch Office:** DCL IDB Branch Office offers IT support and solutions to the customers. It makes the day to day operations running smooth and provides technical support when required. This helps the employees and clients to work without problems.
- **Dolphin Computers:** Dolphin Computers is specialized in special software and IT services to allow organizations to work better. They provide solutions that are compatible with various technologies. This facilitates easier management of work to the organizations.
- **Computer Clinic:** Computer Clinic Ltd. is a Dhaka based service center in Bangladesh which provides full repair and maintenance services on laptops, desktops, printers and etc. They deal with a variety of problems such as viruses eradication, data recovery, hardware repairs, software troubleshooting, and upgrading of performance. Their well-trained technicians offer prompt and economical services to ensure that the devices of their customers operate without problems.

DCL Hi-Tech Industries and its various units, like DSL, Dolphin Computers, and the Computer Clinic, provides a wide range of IT products, supports and services. From making electronic products to developing software's, helping students based on their needs inside the campus, and offering technical support to the both students and customers. They focus on quality, innovation, and customer satisfaction. Together, these units create a strong system that helps businesses, students, and organizations work more easily and efficiently.

3.1 Organizational Structure and HR Department



The HR department works closely and cooperatively with all the other divisions to align human resources with organizational goals. This collaborative approach ensures that, the company meets its work needs while keeping employees happy and supported. As an HR & Admin intern, I have gained real-life and practical experience in these processes, observing how HR practices support organizations goals, works efficiency, teamwork, and organizational growth.

3.2 Administrative Operations

Administrative Department in Daffodil Computers PLC (DCL) is a very important unit that also contributes to the smooth operations of the daily organizational activities. As the HR department is concerned with the employees, the administrative team makes sure that the office works, resources, and processes are efficient to meet the goal of the company. The major functions of Administrative Department are;

- **Office Management:** The administrative staff deals with day-to-day office operations to ensure that nothing goes wrong and the office can run smoothly. They maintain the office clean, tidy and prepared to work. This assist the employees to remain focused on their work without distractions. Additionally, they sometimes help the office employees in their works.

- **Documentation and Record Management:** They arrange and keep the important official documents, reports and files in order to be easily available. Organizing papers assists the employees to work without any difficulties. It is also easy to check and find out the information whenever a person needs it.
- **Event Coordination:** The group organizes workshops, and company events. They take care of all preparations such as rooms, equipment, invitations and so on. This assists the team in collaborating and goals achievement.
- **Resource and Inventory Management:** They maintain the record of office materials, computer equipments, and others. This will avoid and make the in-charge aware about shortages, and even if anything is required and the office has everything it needs to operate well. This is because proper management of resources can make employees work without delays and disruptions.
- **Internal Communication Support:** The administrative department shares the information and updates all to keep all on the track to ensure that the staff, managers, supervisors and departments communicate effectively with one another. Effective communication facilitates the smooth flow of work, prevents delays at work and misunderstanding.
- **Assistance to Staff and Management:** They assist the staff, supervisors and managers in their daily activities and assist them in their works such as forms, documents or any other issues in the office. With their assistance, everyone finds work easier and the office is well organized.

The administrative operations team collaborates closely with HR and others to make sure that there is efficiency, less delays and organizational discipline in the workplace inside an organization. In my internship, I was actively involved in various administrative processes, through which I have realized that the systematic approach to processes and coordinated work steps leads to the overall productivity and success of operation at DCL.

Chapter 4: Methodology

This internship report is completely based on my **three-month practical experience at Daffodil Computers PLC**, where I have worked as a intern in the **HR & Admin department**. The methodology I have followed was made to show the real-life practical tasks I had performed and the skills and understanding I have gained during my internship at the DCL.

The methods I had used to collect and analyze information includes:

- **Participant Observation:** I have engaged myself actively in the daily HR and administrative tasks including employees data record management, attendance tracking of all employees, recruitment assistance, organizing meetings, and overall office support. This method helped me to understand and learn how an organization runs and how classroom ideas can be implemented in real-life HR and admin tasks. It also helped me understand how the team works together, how collaborative work helps to run the company smoothly, and how people communicate with each other in professional way.
- **Informal Discussions:** I have had a few chances of taking part in continuous discussions with my supervisor, colleagues, and the staff of my department to understand and familiarize myself with the decision-making process, workplace policies, and administrative procedures. These talks have made me realize the problem-solving in the real-life and the practical side, implementation of HR policies, and how to maintain an employee engaged in the workings within the workplace, which one cannot learn by just observing.
- **Document and Artifact Review:** Document and Artifact Review: I was dealing with non-confidential organizational records like employee records, attendance records, CV short listing, meeting minutes and policy documents. The approach has enabled me to learn the structure and management of HR and administration work, the process of task recording, checking, and assessment within a company setting.

The above-mentioned approaches helped me to assess my entire internship experience appropriately. This approach will not only provide me with a clear description of my duties and

obligations, but it will also allow me to understand where I should work on improving, and relate classroom work to the real-world activities.

All in all, this methodology allows me to provide a record of my observations and experience, of what I have learned, comprehend and how the HR and administration work is carried out at Daffodil Computers PLC.

Chapter 5: Internship Activities

Daffodil Computers PLC introduced as Daffodil-PC, is the first Computer Brand in Bangladesh, marking a milestone in the nation's ICT history. Established in 1990, Daffodil Computers PLC., a concern of Daffodil Group, it has grown into a leading IT products and services provider in Bangladesh. In 2003, the company became the first purely IT-based public listed company. With a vision to empower people, communities, organizations, and the nation through technology, Daffodil Computers PLC. has contributed significantly to the development of the ICT industry.

During my three-month internship at Daffodil Computers PLC-Building The Future With Innovation, I have moved step by step through several stages of learning while working in the HR and Administration Department. In the beginning, my primary focus was simply understanding what Human Resource Management actually is and why it is important for an organization?

On my first day at the workplace, I learned about the basic responsibilities of HR, the role it plays in maintaining discipline, and how it supports employees from the very beginning (the time of their recruitment) to the end of their service. I had the opportunity to observe and hands-on practical work on how the HR and Admin Department handles recruitment and selection, prepares employee files, keeps the attendance records of every employee, and manages the daily functions that keep the organization run smoothly. These early lessons gave me a clear idea of how the department works and allowed me to take part and gain knowledge in small tasks such as entering new recruits' information, shortlisting & uploading CVs, preparing simple drafts, and updating attendance sheets.

As time passed and I became more comfortable with the office environment, I was trusted for the tasks of a secondary level. This stage contains preparing appointment letters for the newly hired employees, experience letters for the employees who want official proof of their works, offer letters for newly hired employees, and making different Excel sheets for attendance, leave, and daily tasks. I also learned how to cross-check data, highlight late entries, organize employee information, and match CVs according to the job requirements. Through these responsibilities, I improved my attention to the details while working with HR documents, learned how to maintain professional formats, and understood the value of confidentiality while handling HR documents.

After gaining the basic foundation about my work, I have started working on more advanced responsibilities, which expanded my understanding of HR operations. I have been introduced to prepare important documents such as NOC (No Objection Certificate), internship completion certificates, performance evaluation sheets, employee assessment form, and release employee files and I have learnt them well. I had the opportunity to shortlist the CVs of candidates for different posts by checking their qualifications, skills, and relevance for the job while being on my supervisor's guidance.

One of my regular responsibilities was checking the monitoring system every day to identify latecomers or absent employees and inform my supervisor accordingly. This task made me more attentive at my workplace and taught me the importance of discipline inside an organization.

During my Internship, I also had practical experience in working with several Excel-based tasks such as preparing Target vs Achievement reports for different branches, updating lists for DSL, CCL, KIOSK, Dolphin, Banani, and IDB branches, and creating various data sheets for employee records. Throughout the internship, I have continuously practiced Excel formulas like VLOOKUP and other functions that helped me handle large sets of data more effectively.

Another important encouraging part of my internship was about assisting my supervisor and making the orientation schedule on my own for the Orientation Program of the Capstone Project students who came to our organization for gaining some real-life and practical experience. I have recorded their feedback, queries, and arranged attendance sheets for their sessions. I also participated in the meeting, prepared minutes of the meeting (summary of the orientation program) about the whole session, and noted down important instructions given by supervisors, our GM sir. These activities helped me develop better communication skills and made me more confident in dealing with people from different backgrounds. Also gave me hands-on experience about how to prepare minutes of the meeting (a summary or a note on the whole session).

During this time, I was given a small real-life case scenario example-based task by another senior Mr. Rokon Ujjaman, Assistant Manager, Assembly and Manufacturing Unit, DCL. The task was to analyze, identify the reasons behind a company's loss, find the gaps in production or employee performance or customer care, and suggest solutions as an analyzer. These exercises improved my

critical thinking ability and made me realize how HR decisions can shape the overall performance of a company.

I have also created an online google feedback form for our DCL Customer Service in order to know our lacking in our services and to take necessary steps to improve and reduce the lacking or mistakes for enhancing our customers satisfaction.

Besides HR duties, I also handled several administrative responsibilities such as collecting documents from new recruits, organizing employee files, gathering bank account numbers of the newly hired employees, and updating release employee information. I have also assisted my seniors by helping prepare documents for their flights and updating the company's internal sheets when required. From these tasks, I understood how HR and Administration work together to support both employees and different branches of the organization.

I also had the opportunity to practice basic Power BI and Power Soft BI timeline creation, which was introduced to me for the technological side of HR operations. I was given hands-on practical work on it, and I have successfully completed it. After seeing it, my supervisor told me to gain more knowledge about it and this kind of work can also help us to show our reports easily to our management or GM sir.

During this three-month internship period I had the great opportunity to assist my supervisor in a walking interview at one of our DCL Hi-Tech Industry, located in the Hi-Tech Park in Kaliakoir, Bangladesh. The experience was remarkable and I learned a lot. When we reached our industry, we saw many candidates waiting for us. After getting refreshed, we started our walking interview and it went very well. All the praises to Almighty Allah. We were expecting at least 40 candidates but to our shock, there were 70 candidates, some of them had come from such a far location for this interview, at that time I learnt about how many people are suffering from financial and family crisis issues like me. It took us almost 09 hours to finish the interview. I get the chance to observe and talk with the candidates. All praises to Almighty Allah and my heartfelt gratitude to my supervisor Mr. Fazlay Rabbi, for giving me such an opportunity. In the interview board we had 04 board members. The interview continued until 07:38 pm. After finishing the interview, we had a very enjoyable time in the tea stall. It was a memorable day for me. I was so excited for this day. Again, I would like to thank Almighty Allah and my supervisor Mr. Fazlay Rabbi. The next day I

prepared a minutes of the meeting (a summary of the interview) and submitted it to my supervisor and he praised my work by saying great work Rabbi, now you have learnt it. I was so glad to do it and also happy for his charming and encouraging words.

After 9 days of this interview, we had arranged an employee engagement activity which was a sports match between two teams, where our employees enjoyed a lot. It was a cricket match for 10 overs, there were two teams. Team one was-Corporate sales team and team was-Elite HR team. The Corporate Sales team scored 32 runs and set a target of 33 runs for the another team. The Elite HR team successfully scored the target. This match was so intense, we were hoping that the Elite HR team won't be able to win the match. Then suddenly our HR Mr. Fazlay Rabbi hit the last two balls and it got us 8 runs. Such a memorable match for us. Everyone enjoyed the match. Congratulations to The Elite HR team for the victory.

Additionally, I had the opportunity to help my HR, learn from practical experiences and gain more knowledge about the HR and Administration work at the Job Utsob 2025 event. **DIU Job Utsob 2025-Connecting Talents: Unlock the Border of Opportunities**, is a major career event organized by Daffodil International University from the last 4 years, that connects many companies with so many talented students and graduates. This program brings both the fresh graduates and alumni's, also the students with skilled job seekers, interns, and company leaders or recruiters. Its main goal is to help participants explore job openings, build professional networks, and create long-term connections between students and employers. In the last two Job Utsob, I have been gathering information about the positions and their responsibilities. I have never dreamed of appearing as a "Company Delegate" in this Job Utsob. This was such an amazing experience for me. I have provided the necessary information to the job seekers, and also gained hands-on experience through participating in this event. My heartfelt thanks to my supervisor Mr. Fazlay Rabbi and also to my department for engaging us with such an internship opportunity that helps us broader our knowledge through real-life work and also helps us prepare ourselves for future challenges.

Furthermore, I had a great opportunity to sit with Mr. Mir Hossain, Manager of Hardware and Service. I have learned how to prepare myself for an interview and what are the expectations of the interview board members have from a candidate during the interview.

My experience during my cadet life, as a **Cadet Sergeant** in the **Bangladesh National Cadet Corps (BNCC)** at **Daffodil International University BNCC Platoon**, helped me a lot during my internship journey. During my cadet life, the discipline, knowledge, ethics, and skills I have learned, they have taught me to follow rules, stay responsible, behave respectfully, and complete my tasks with honesty. These qualities made my internship easier and helped me to adjust myself quickly to the office environment.

Overall, my internship journey at Daffodil Computers PLC was a meaningful experience that helped me in my professional growth by combining my learnings, observations, and hands-on work. I have learned not only the technical aspects of HR but also how to behave professionally, communicate politely, and manage responsibilities with sincerity. My company supervisor, Mr. Md. Fazlay Rabbi, has played a major role in guiding me throughout this journey. His humble and supportive behavior encouraged me to ask questions and learn these things without hesitation. My academic supervisor, Md. Ariful Islam Laskar, also motivated me to focus on the practical learning and work on my lacking's. Through this internship, I have developed a stronger understanding of how HR contributes to the growth of a company, and I had gained the soft skills that will help me in my future career. This experience has truly shaped my professional mindset and helped me to grow both personally and academically.

Although I made some mistakes during this journey, but my supervisor Mr. Fazlay rabbi, seniors Mr. Rokon Ujjaman and Mr. Nazmul Alom helped me to improve in those things and showed me how to do those tasks. My heartfelt gratitude for Almighty Allah and thanks to them for making my journey so smooth. I will always remember them. I wish one day I may be able to help them.

5.1 Summary of My Internship Journey

During my three-month internship at **Daffodil Computers PLC-Building The Future With Innovation**, I have learned many important things about the HR and Administration Department. In the beginning of my internship, I have focused on understanding what HR actually is and why it is important for an organization. I have further learnt how HR maintains discipline, supports the employees, keeps the attendance records, and handles the recruitments and selections. I also had worked on many small tasks like entering new employee information, shortlisting CVs for the recruitment, preparing drafts, and updating the attendance sheets.

After some time, I was introduced with more responsibilities. I had prepared appointment letters, offer letters, experience letters, NOC and different Excel sheets based on employees need. I learned how to check the data correctly, cross checking the data, organize employee informations, and match CVs with job requirements. These tasks helped me to improve my attention towards the details and understand the importance of confidentiality in a workplace.

Later, I was engaged on advanced tasks like, preparing NOCs, internship certificates, performance evaluation sheets, employee assessment forms, and releasing employee files. I have also shortlisted CVs for different job positions under the guidance of my supervisor. One of my daily duties was to check the monitoring system to find late or absent employees and inform my supervisor about it.

Furthermore, I have worked on Excel-based tasks such as Target vs Achievement reports, Monthly report of the sales team, and updating lists for different branches. I have practiced Excel formulas like VLOOKUP to handle big data sets. I have also assisted my supervisor and my team to arrange the Orientation Program for Capstone Project students by preparing schedules, taking feedbacks, making attendance sheets, and writing the minutes of the meeting. This has helped me to improved my communication skills.

Besides these HR tasks, I have completed a real-life analysis task given by a senior officer Mr. Md. Rokon Ujjaman, where I needed to analyze, identify the reasons behind a company's loss, find the gaps in production or employee performance or customer care, and suggest solutions as an

analyzer. For this, I have created an online Google feedback form for DCL Customer Service to identify our service problems and improve customer satisfaction.

I have handled several administrative duties like collecting documents from new recruits, organizing employee files, collecting bank account details, and updating release employees information. I was also introduced to Power BI and Power Soft BI timeline creation, which I have completed successfully.

One of the best experiences of my internship was attending a walk-in interview at the DCL Hi-Tech Industry in Kaliakoir, with my supervisor. Around 70 candidates came, and it took almost 9 hours to finish the interview. I have gained and learnt a lot by observing and helping my supervisor. I also have prepared the minutes of the interview, and my supervisor praised me for this work.

I had the chance to set with Mr. Mir Hossain, Manager of Hardware and Service, who taught me how to prepare myself for the interviews and what the interview board members expect from the candidates.

We also arranged an employee engagement activity, which was a 10-over cricket match between the Corporate Sales team and the Elite HR team. It was an exciting match, and the Elite HR team won in the last over with the remarkable hit by the bat by my supervisor.

Additionally, I had the opportunity to work as a company delegate at **Job Utsob 2025**, where I guided the job seekers and gained real-life experience with my supervisor. It was a great learning opportunity for me.

Furthermore, my experience as a **Cadet Sergeant** in the **BNCC** at Daffodil International University BNCC platoon, helped me a lot during my internship. The discipline, responsibility, ethics, and skills I learned in cadet life made it easier for me to adjust myself to the office environment and complete my tasks with honesty and respectfully.

Overall, my three-month internship at Daffodil Computers PLC was a very helpful, enlightening, encouraging, cheerful and a learning journey. I have learned practical, hands-on HR skills, which has improved my communication skills, and how to work professionally in a workplace, as it was my first real-life job experience. My supervisor and seniors have guided me with care and helped

me to correct my mistakes. I am thankful to Almighty Allah and grateful to everyone who has supported me during this journey.

5.2 Responsibilities as an HR & Admin Intern

The below points are the summary of the responsibilities of mine as an HR & Admin intern;

1. **Learning HR Basics:** I have learned the main ideas of HR, such as, hiring new employees, keeping track of attendance, managing leave documents, and keeping employee records. Also, I have learned how HR rules work and how a department in a company functions. This helped me a lot in understanding the HR tasks better.
2. **Preparing HR Letters and Documents:** I have written the official letters like appointment letters for the newly hired employees, experience letters for those who want to keep a record of their work or need it, offer letters for the new employees, certificates, and reminder letters. I have practically not only gained knowledge but also gained ideas about the correct format and professional way to write these letters. This helped me work on my precision in preparing documents and attention to detail.
3. **Employee Data Management:** I have collected, updated, and organized employee information in Excel sheets, including attendance, leave documents, and employee performance records. I have made sure that all the data of all of the branches was correct. This helped me to get better at organizing and managing large amounts of information.
4. **Recruitment Support:** I have helped my supervisor in hiring tasks by shortlisting CVs, uploading their information in the excel sheet, by backlinking their cv's, assisting in interviews. Prepared attendance sheets for interviews and supported my HR. In this time, I have learnt how HR selects candidates fairly and carefully.
5. **Monitoring Attendance:** I have checked the company's system daily to see who was late or absent and prepared reports of their activities and shared them with my supervisor. This made me more careful about the workplace and taught me about workplace discipline.
6. **Excel and Digital HR Tools:** I have hands-on experience on working with Power BI, online HR software, Google Workspace, Excel sheets, used formulas like VLOOKUP, and formatted and filtered data. I have learnt how to track employees, organize data, create

reports, and to use the HR software to make the work easier and faster. This gave me confidence in handling professional HR data.

7. **Support for Capstone Projects:** I have helped my team in orientation programs, writing emails, taking down notes during meetings, and following up on the attendance of all the team members. I have taken their questions and feedbacks. This assisted me in enhancing my communication, teamwork, and organization skills.
8. **Practical & Administrative Work:** As a part of my internship, I have been able to complete a number of practical and administrative work that gave me a chance to learn the real work of HR and office. I have found that there are certain issues in the employee management process, proposed potential solutions, and considered the result of such solutions. Accompanied by this, I have arranged various documents, gathered employee data, revised files as well as sheets and helped my team in doing the day to day duties in the office. All these activities provided me with a clear idea of the collaboration between HR and Admin to manage the office in a productive manner.
9. **Communication:** I have met several employees, interns, candidates and students, which allowed me to communicate in a polite manner, respond to questions and collaborate with other people efficiently. This helped make me stronger and more tolerant when speaking and performing duties at the workplace.
10. **Report Preparation:** I have already prepared such reports as attendance summary, recruitment overview, performance notes and HR monitoring notes, which enable me to make the information presented to the management easily in order to assist the supervisors make their decision. This assisted me in enhancing my report making and data analysis.

All in all, my internship as an HR and Admin intern in DCL, allowed me to develop a solid base in realistic HR activities, operations and valuable administrative activities. The practical and actual experience in the recruitment process, employee data management, report preparation, and day-to-day HR operations has provided me with a better insight into how an HR department works in an organization. The wide range of tasks I have done and assisted, have allowed me to develop my confidence, my attention to all details, and professionalism in workplace environments. This

internship has prepared me to handle future HR responsibilities with more understanding, confidence, and readiness for any challenges.

5.3 Learning and Skill Development

This internship was not just about completing the daily tasks. It was a great opportunity for me to learn and gain hands-on experience in a real-world setting. It also helped me to use what I have studied and learnt in the classrooms of my BA program, in a real-world setting. Many of the soft skills I had already developed during some courses in my academic time like **Art of Living, Presentation Skills Developments, Computer Fundamentals, Listening, Speaking and Pronunciations, and Employability 360°** became very useful here:

- 1) **Working Calmly Under Pressure:** I have managed various HR and administrative tasks such as, updating Excel sheets, preparing reports, and monitoring attendance under strict deadlines. This helped me to stay focused and calm even when tasks showed up with urgent issues, which also helped me to develop my patience skill and efficiency while handling daily responsibilities.
- 2) **Stepping Outside Comfort Zone:** I showed my willingness to support my team and my supervisor also gave me a chance to participate in walk-in interviews, organize CVs, and handle HR software and digital tools, even when I had little previous experience. I also showed my eagerness to learn to take on tasks that were new or challenging, which helped me a lot to gain confidence. This also taught me to adapt the things in the workplace quickly and take responsibility for my work.
- 3) **Self-Analysis for Contribution:** I have conducted my personal SWOT analysis to identify where I could contribute most effectively to HR and administrative tasks, which I have learnt from the **Employability 360° course taken by Mr. Mamun Rashid Sir**, Sr. Project Associate at IOM. The analysis highlighted the areas of my strengths, weaknesses, and the areas I need for improvement. This helped me focus on tasks that match my skills while also challenging myself to grow own self in the weaker areas.
- 4) **Adjusting to the Changes:** I had adapted myself quickly to the unexpected changes in the schedules, urgent tasks, or new administrative requirements. I have learnt to remain flexible and find solutions when the plans have shifted or the tasks have changed. This has helped me to remain calm in the high-pressure work environments.

The combination of academic learning and hands-on experience allowed me to develop:

- 1) **Time Management:** I had learned to handle multiple tasks at the same time, updating attendance records, preparing HR documents, organizing employee data and so on. I have given importance to every task effectively to meet deadlines and coordinated with different teams to ensure a smooth work environment.
- 2) **Strategic Communication & Professional Interaction:** I have improved my communication skills by interacting with the employees, interns, candidates, and Capstone Project students. I have learned to write formal HR letters, emails, and reports. Also handled the queries politely and professionally. I have observed how supervisors are communicating with the employees. All of this work helped me to maintain a positive and professional tone in all interactions.
- 3) **Digital Tools:** I got the chance to work on my skills in Excel (VLOOKUP, formatting, filtering), online HR tools, Power BI, and Google Workspace. I have learned to track the tasks with efficiency such as, employee data, organize information, and prepare reports, files using digital tools. This experience strengthened my confidence in using technology for professional HR and administrative tasks.
- 4) **Observational Learning & Professionalism:** I have learned professionalism not only through hands-on participation but also through observing supervisors and team members, how they handle HR and administrative tasks. I have noticed how they managed the meetings, communicated with employees, and solved the problems professionally. This taught me patience, professionalism, and the efficient ways to handle challenging situations with a calm mind.
- 5) **Analytical Thinking & Problem Solving:** I had completed case studies, those required identifying gaps in employee management or workflow processes. I have suggested solutions for some problems and analyzed possible outcomes. This helped me develop critical thinking, decision-making skills, and the ability to approach tasks logically.

Chapter 6: Challenges and Learning

This paper reveals some of the critical HR issues, particularly in the realm of salary structure and salary increment policy, the evaluation of employees and the ineffective existence of HR policy and structure. These concerns play a key role in an employee expectation, organizational operating efficiency and talent retention and attraction of the company. It also causes low morale among the employees and legal risks.

By analyzing these matters, it was proven that the roles of HR are tightly intertwined with the performance of the entire organizations. This discussion has underscored the need to have clear and equitable HR policies, systematic procedures, and strong HR influence towards the creation of fairness, transparency, accountability, and productivity within an organization. The chapter also takes a reflection on my learning outcome of these observations, which places focus on the strategic position of the HR in assisting the employees and the management of a sustainable and productive workplace within an organization.

Lack of a formal HR policy and organization structure also adds to the confusion in the operation of an organization. An organized and understandable HR policy gives the overall guidelines under which an organization is expected to access and carry out its functions by elucidating the guidelines, duties, and procedures that must be adhered to by all the workers within the organization. In its absence, there are recruitment, onboarding, disciplinary, evaluation, and communications mismatches. In its absence, there are confusions and issues and misunderstandings in the recruitment, onboarding, disciplinary measures, performance reviews, and communication.

By examining these issues, it was seen that Strong HR systems are necessary in keeping the company fair, accountable and running well. The learning outcomes emphasize the value of formulated policies, effective communication, and a stable HR department that offers substantial assistance to employees and management. In general, the discussion has emphasized the fact that strategic, consistent, and well-implemented HR practices are very crucial in developing a good organization.

6.1 Challenges Faced:

- a) **Lack of Standardized Salary Structure:** This is one of the key issues that have been found to be in the form of a lack of a competitive and formalized salary structure. Everyone expects a standardized remuneration. In addition, clear salary structure is necessary to create fairness, transparency in the workplace and conformity to the industry standards and in particular a competitive job market such as Bangladesh. Lacking such a structure, the company will lose not only experienced staff but also destroy internal trust and morale.
 - b) **Unstructured Increment Policy:** Employees salary increment appears to be arbitrary and not based on employees Key Performance Indicators (KPIs) or performance evaluations. This uncertainty causes confusion about when and how salary revisions will occur, which puts a huge negative impact on the employees motivations and also in their works.
 - c) **Absence of Formal HR Policy and Organogram:** This document also highlights the company's lack of a comprehensive HR policy framework and an official organogram. Without a structured and clear HR policy, the company struggles with proper employee recruitment and onboarding, employees' roles and responsibilities become unclear, inefficiencies and inconsistent administrative work increase, disciplinary actions are handled poorly, often the disciplinary actions gets neglected and miscommunication becomes a common matter.
 - d) **Lack of Respect for HR Authority:** In the company, many employees don't take HR's instructions or guidelines seriously, which creates a major challenge for HR and Admin to work in the organization. When HR is not seen as an important authoritative function, employees may ignore rules, delay following procedures, and sometimes refuse to cooperate. This weakens the effectiveness of HR policies, disrupts in the communication, and makes it difficult to enforce disciplinary standards inside the company.
- **Implications of Current HR Challenges:** These HR shortcomings result in:
- a) **Employee Dissatisfaction:** Uncertain, unstructured salary and progressive opportunities will always result into low morale and dissatisfactions among the employees.

- b) **Challenge in attracting Talent personals:** The company may end up losing large numbers of skilled personnel unless it has a well-organized and definite growth prospects and an equitable remuneration scale.
- c) **Inefficiencies in operations:** Due to the lack of HR guidelines, non-disciplinary measures are taken, there is confusion, bad delegation and low productivity.
- d) **Legal and Compliance Risks:** It is possible that due to the absence of a systematic HR policy and organogram, the company will be at risk of violating labor laws, which will lead to legal repercussions.

6.2 My Learning Outcomes

By analyzing a number of HR issues in this organization, I have gained a better idea of how much structure of HR systems is vital in ensuring a just, cheerful, clear and efficient working environment. The problems of ambiguity and lack of structure of the roles as well as responsibilities, inconsistency in administrative procedures, ineffective recruitment and onboarding practices, ineffective disciplinary procedures, and lack of respect to the HR authority demonstrate the extent to which the HR functions are interconnected with the overall performance of the organization and the effective operation of the organization.

This discussion have allowed me to understand that in cases where the HR policies are not implemented appropriately, it leads to confusion and immense influence on efficiency and negatively affects employee morale and their trusts. I also also got to know that having a strong HR framework is not only the written documents and rules but also about establishing a sense of fairness, transparency, and accountability in the organization and work place. The recognition of these gaps helped to realize the necessity to create clear rules of conduct in the HR sphere, enhance communication, and increase the strength of the HR and its role in the company.

All in all, this learning has broadened my view of the strategic, systematic and impactful HR, and it intensifies the necessity of the unceasing enhancement of HR practices and implementations in order to help both workers and management in an organization.

Chapter 7: Observations and Findings

7.1 Observations: In my course of internship in Daffodil Computers PLC, I have observed that HR is an important player in ensuring that the company is well organized and running efficiently. Through this, I have seen how the department handles all issues related to the recruitment, to the employee records, attendance, performance appraisals, upholding of work ethics, upholding workplace disciplines and ensuring fairness within the workplace. I also have witnessed very closely the way HR serves employees in various forms to either issue a letter to employees, sustaining their motivations, ensuring fairness and enforcing discipline within the organization. I have realized that the HR does not only concern the paper works but more so the ability to ensure that the organization and the employees not only develop together but also ensure that they take care of both.

7.2 Work Environment Insights: The atmosphere at DCL was working level, fostering, motivating, fun and educative. My supervisor and other seniors were very cooperative, friendly, humble and always guided me wherever necessary when I was in doubt or I was confused and in need of clarification. I noted that proper and just working environment fosters collaboration, interaction and experience. Employees were also amiable and the office was organized in doing its tasks though there were aspects that required improvement such as HR policies and salary structure. I also observed that discipline, punctuality and record keeping are very important in the running of HR activities in an organization.

7.3 Findings

- a) **HR Importance:** HR and Admin plays a significant role in recruitment, employee support, keeping order, ensuring fairness within the working environment and general efficiency of the organization.
- b) **Issues:** Structured salary systems, increment policy and formal HR policy were missing. Absence of freedom in HR, as it makes employees break the rules at times.
- c) **Tools/Skills:** With Excel/ MS Word, HR softwares, and such tools as Power BI, the job of the HR is significantly simplified and more precise. The digital tools will assist in enhancing reporting and management of the employees.

- d) Employee Engagement: Employee Engagement activities such as interviews, orientation and engaging events can be used in enhancing communication, teamwork and motivation between us.

Self-Assessment

Through my internship, I had learned the HR policies in a practical and real-life work which served me well in developing myself both as a professional and as a person. I have acquired technical expertise such as working with Excel files, HR softwares, and preparation of MS word documents. I also have developed better soft skills such as, communication, teamwork, attention to the details and problem-solving. Accepting responsibility of various duties including making letters to attend to interviews, documentation and reports. I am now more assorted and able to deal with the HR and administrative work.

I also gained the value of patience, discipline and being a professional in the work place. Despite this, I have also committed some errors though it was the advice given by my supervisor Mr. Fazlay Rabbi and other seniors who helped me to gain some mastery in it. On the whole, this internship has helped me to enhance my knowledge of HR functions, the work in the workplace, and feel confident about my future responsibilities.

Chapter 8: Recommendations for Improvement

8.1 Recommendations for DCL-Building The Future With Innovation:

- A. **Implement a Competitive Salary Structure:** An overall benchmarking study would assist the company to put the salary levels at par with the industry standards. Having a standard grading system of salaries will provide fairness, transparency, consistency, and competitiveness. Allows the employees to work in a motivated manner as well.
- B. **Develop a Structured Increment Policy:** The system of KPI-based salary increases will also simplify the process and increase the motivations of workers. An efficient system of salary reviewing will aid in making the workplace more transparent and fair.
- C. **Establish Formal HR Policies and Organogram:** A clear and detailed list of HR policies that deal with recruitment, employee performance evaluation, improvement training, compensation, and discipline will result in a more professional and efficient working environment within the company. A clear organogram will explain the reporting and responsibility so that confusion is minimized and operational flow is improved.

By establishing a complete HR framework, the organization can improve the lacking, attract top talent, boost productivity, and ensure legal compliance in the workplace. Strengthening HR practices is not just an administrative necessity but also a strategic step toward long-term organizational success.

8.2 Recommendations for Future Interns:

- 1) **Understand HR Basics Early:** Before engaging yourself in this sector, interns should try to understand the basic functions of HR such as, recruitment, attendance, employee files, letters, and workplace rules and also need to learn about how to use the HR formulas in Excel, MS Word, Vlookup in this sector. This will help their work much easier.
- 2) **Practice Professional Communication:** Interns need to speak politely, write professionally, maintain professional words and a respectful attitude with all the employees and supervisors. Good communication helps build confidence and creates a positive impression in the workplace.

- 3) **Be Open to Learning:** HR & Admin work includes many tasks, in these works some are simple, some are very responsible such as salary increment letter, monthly report, etc, and some are advanced. Interns should stay open to learn new things, accept the failure and take the feedback positively, and ask questions whenever they are confused.
- 4) **Maintain Confidentiality:** They will handle sensitive information like employee details, salaries, performance records and so on, so they must remain careful, maintain confidentiality, and avoid sharing any internal information with the outsiders.
- 5) **Observe and Learn from Seniors:** Supervisors and senior colleagues can teach a lot from their experience. Interns should actively observe and be eager to learn how they handled the tasks and implement it wherever it's needed.
- 6) **Manage Time Properly:** HR work sometimes meets its deadlines. Future interns must learn to prioritize tasks, finish work on time, and avoid being delayed in completing the task. .
- 7) **Learn to Use Digital HR Tools:** Modern HR & Admin works require digital skills such as MS Excel, MS Word, Vlookup and so on . Interns should have the mind to learn tools like this. They also need to learn the shortcuts of several functions such as Ctrl U can underline the selected topic, Ctrl B can bold the selected line, and so many.
- 8) **Participate Actively in Interviews & Events:** If ever gets the chance to help supervisor or seniors in interviews, orientation programs, and employee engagement activities, they should actively participate in it. These experiences will help them to improve confidence, communication, and their knowledge about HR & Admin tasks. .
- 9) **Keep a Positive Attitude:** Mistakes will happen and they are a normal part of our life, also a part of learning. Future interns should stay positive, and open minded to accept the corrections with generous behavior, and keep improving day by day.

Chapter 9: Conclusion

In conclusion, my three-month internship at the Daffodil Computers PLC was a very valuable, knowledgeable and helpful experience. During this time, I have learned many important HR and administrative tasks that helped me understand how a real-life office works. I got hands-on experience in this department through recruitment, attendance management, preparing documents, handling employee records, organizing meetings, and supporting my colleagues in different office activities.

This internship has also helped me use the knowledge I had gained in my university courses, such as Employability 360°, Computer Fundamentals and Art of Living and other courses. It also helped me improve my confidence in using digital tools like Excel, HR software, Word, and Power BI.

While working, I have observed various challenges in the company, including the lack of a structured salary system, unclear HR policies, and so on. These observations have helped me to understand how important and strong the HR practices are for a smooth and fair workplace in an organization.

Additionally, my experience as a Cadet Sergeant in DIU BNCC Platoon played an important role in shaping my discipline, dedication, and professional behavior throughout this journey. It had helped me to adjust quickly, communicate with respect, and maintain a responsible attitude in every work or task.

Overall, this internship helped me grow both personally and professionally. It taught me discipline, patience, communication, and responsibility. I am grateful to my supervisor and colleagues for their guidance and support. Additionally, I'm grateful to my teachers who have played an important role in our lives by helping us learn and experiencing the real-world things inside the classroom also through the activities. This experience has prepared me for my future challenges and motivated me to keep learning and improving myself in the HR field.

Chapter 10: References

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Appendices



Daffodil Computers PLC.
Head Office : 64/3, Lake Circus, Kalabagan
(2nd Floor), Mirpur Road, Dhaka-1205, Bangladesh
Tel: 880-2-222240050, Fax: 880-2-58153690
Email: info@daffodil-bd.com

Ref: DCL/HR/IC/2025/037

Date: 06/12/2025

INTERNSHIP COMPLETION CERTIFICATE

TO WHOM IT MAY CONCERN

This is to certify that **Md Rabbi Khan**, Employee ID **10501007**, has successfully completed a **three (03) month Internship Program** in the **HR & Admin Department** at **Daffodil Computers PLC**, from **1st September 2025** to **30th November 2025**.

During his internship tenure, he actively contributed to various HR and administrative tasks, including:

- Assisting in the recruitment process
- Drafting official documents and correspondence
- Scheduling interviews and meetings
- Preparing assessment materials
- Maintaining and organizing personal files

We appreciate his dedication, professionalism, and commitment throughout the internship period.
We wish him every success in his future endeavors.

Sincerely yours,



.....
Md. Fazlay Rabbi
Executive (HR & Admin)
Cell: 01708 – 129859
Email: hr1@daffodil-bd.com
Daffodil Computers PLC

Factory: Plot-10, Block-04, Kaliakoir Hi-Tech Park, Kaliakoir, Gazipur, Bangladesh Cell: +880170-6464321 Email: skd@daffodil-bd.com	IDB Bhaban Branch : Shop No. SR 123/3, 123/4, E/BA, Rokeya Sharani, Shere Bangla Nagar IDB Bhaban, Dhaka, Cell: 01713493220 E-mail : idb@daffodil-bd.com	Banani Branch : 54, Kemal Ataturk Avenue, (Ground Floor) Banani, Dhaka. Cell : +8801708484334, Tel : 880-2-222281031, 880-2-222283339, E-mail : banani@daffodil-bd.com	Chittagong Branch : 84, Shikhi Mujib Road, Agrabad, Chittagong-4100, Bangladesh. Cell: +8801713-493150 Email: ctg@daffodil-bd.com	DSC-Ashulia Branch : Daffodil Smart City (DSC), Birula, Savar, Dhaka-1216 Cell: +8801713-493155 Email: mir@daffodil-bd.com
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www.daffodil-bd.com

My Internship completion certificate picture.



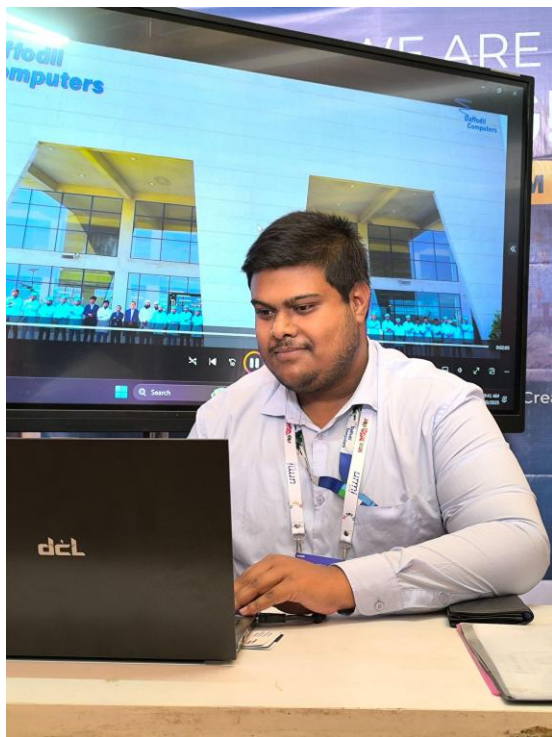
DCL Laptop Factory Visit at the Hi-Tech Park in Kaliakoir, Gazipur, Bangladesh.



At the Job Utsob 2025 with my supervisor Mr. Md. Fazlay Rabbi and our volunteer Mr. Shamim Hasan.



I have helped and gained real-life experiences with my supervisor by assisting him in the Job Utsob 2025.



At the Job Utsob.



Group photo with our GM sir, branch managers and supervisors from different sections of DCL at the Orientation Program for the Capstone Project students.



A photo with my supervisor while conduction recruitment at the RAOWA.