

# 2025

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# INDUSTRIAL TRAINING REPORT



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## EXECUTIVE SUMMARY

This report provides a detailed report on the **24 weeks** industrial training in Tenaga Nasional Berhad (TNB) Jasin, which was held from **3rd March 2025 to 15th August 2025**. I was attached to the **Retail Division** where I had practical on the following three vital areas of **Billing Operation, Credit Management** and **Customer Service**.

Throughout the internship, I participated in numerous primary responsibilities such as helping with monthly electricity bill processing, account transaction tracking, customer data validation and credit control duties. Then I worked with frontline customer service operations answering questions, jostling billing disputes and aiding customer navigations through the TNB's self-service channels it offered. One such project also included assisting with digitization of customer feedback forms, thus enhancing the department's service evaluation procedure.

During the same time frame, I gained a solid working knowledge of Utility Billing systems and Customer Account Management. I also developed my IT skills in navigating around TNB's internal software systems and increased my level of communication with staff and customers alike. This also gave me experience problem solving and paying attention to detail specifically in regards to billing discrepancies and account discrepancies.

It was very challenging for me to adjust to the hustle bustle of the retail division and the multitasking that were demanded during peak billing periods. To address that I adapted by strategically managing what I was working on, asking supervisors for feedback when feedback was due and communicating clearly within the team. It not only increased productivity rate but also boosted my confidence to handle business operations in the real world.

To sum up, this internship offered me a good internship experience in the energy and retail sector, together with technical and soft skills, necessary in my future professional career.