



UNIVERSITI  
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MARA

# CRYOCORD INTERNSHIP REPORT

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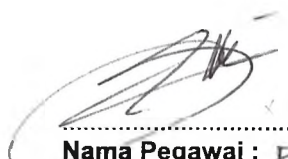
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# EXECUTIVE SUMMARY

The Executive summary describes my internship with the Administration Department in CryoCord Sdn Bhd, which spanned a period of twenty-four weeks, which began on the 3rd of March 2025 and concluded on the 15th of August 2025. The internship was an excellent opportunity for me to apply content that I had previously learned in an academic setting in practical and functional way in a dynamic and supported administrative framework for the development of an organization.

The main aim of the internship was to provide me with a deeper understanding of the internal operational functions and administrative systems that support a host of critical functions which enable an organization to operate. I was placed in the Administration Department where the main role of the department was to ensure that an organization operated effectively by managing office systems and procedures, resolving interdepartmental coordination, and ensuring administrative policies were followed. The department has a number of functions including an administration base unit covering general admin, laboratory admin, stock, purchasing, and information technology.

Under the guidance of my supervisor and team members, I was entrusted with a variety of tasks that provided hands-on exposure to administrative work. My responsibilities included handling documentation, filing and record-keeping (both physical and digital), managing correspondences, preparing meeting agendas and minutes, data entry and reporting, coordinating schedules, make a call for amendment, assisting in stock for stationery and pantry, and postage tracking number, and supporting day-to-day office operations. Similarly, I took part in departmental meetings, observed internal processes, and contributed to problem solving for document control and office organization.

One of the main learning outcomes of this internship position was growing my organizational and time management skills. I learned how important it is to prioritize tasks, work towards deadlines, and be adaptable to changes in priorities; this internship also assisted me in refining my expertise with common office software such as Microsoft Word, Excel, PowerPoint, and Canva, and in using internal systems for correspondence, and administrative requests.

Additionally, the internship experience helped me grow my communication skills (written and oral) a great deal. I communicated with staff from across the organization on a regular basis, especially with the department carrying out the Sales Operation services. I gained and practiced a professional tone, became acquainted with formal written and oral communication, and learned to ~~understand~~ the importance of having clear and effective coordination work in an administrative context. I learned ~~about~~ document confidentiality practices, ~~record retention policy~~, and workplace etiquette.

# ACKNOWLEDGEMENT

First and foremost, I would like to express my deepest gratitude to CryoCord Sdn Bhd for giving me the opportunity to undergo my internship in the Administration Department. This experience has been truly valuable in helping me bridge the gap between academic learning and industrial training experience.

I am especially thankful to my supervisor Mrs. Fadhlina Binti Ali and other a few worker, Mrs. Naimah binti Jawahir, Mrs. Siti Hanizah binti Mohd Hamzah, Mrs. Anis Rahayu and Mrs Nor Amylia Adora for the continuous guidance, encouragement and constructive feedback provided throughout the internship period. Their support and willingness to share knowledge have greatly contributed to my learning and growth.

My sincere appreciation also goes to all the staff members and colleagues in the Administration Department and Sales Operation for warmly welcoming me, patiently guiding me through tasks, and making the working environment lively, friendly and supportive. The teamwork, professionalism and knowledge shared have inspired me with a new perspective on administrative work. I would also like to extend my appreciation to my lecturers, Madam Zatul Himmah, Miss and Dr Nor Azmawati for their ongoing support and for preparing me for the transition into the workplace.

Finally, I would like to thanks to my family and my internship friends, Aleeya, Hakimi, Hashri, and Suhaila for their unwavering encouragement and moral support throughout this journey during my internship. This internship has been a rewarding and memorable experience, and I am truly grateful to everyone who played a part in making it successful.

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