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2025 INDUSTRIAL TRAINING REPORT

AT ZEN COMPUTER SYSTEMS SDN. BHD.

3 MARCH 2025 - 15 AUGUST 2025

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EXECUTIVE SUMMARY

My memorable and enlightening 6-month of industrial training began here at Zen Computer Systems Sdn. Bhd. starting from 3rd March 2025 to 15th August 2025. This report aims to show my industrial training process throughout this 24-weeks period which will include industrial experience such as engaging with many people, adaptations to working in real industry and knowledge and skills gained related to work and personal development. I attended my 1st day of my industrial training on 3rd March 2025 and was assigned under Puan Nadzihah Binti Misran, Customer Care Executive. During this 24-weeks period, I am working as an intern for customer care that hold the responsibilities to handling customer support and assist the project management team. Zen Computer Systems Sdn. Bhd., specializes in virtualization solutions and has a rich history spanning over 25 years. The services offerings encompass Infrastructure Offering, Application Offering, Software as a Service (SaaS) and Managed Services. I had the opportunity to observe, learn and be part of the actual operations of the workplace in IT sectors. This long experience helped me gradually fit into the corporate environment, learn more about departmental procedures and enhance my technical and interpersonal skills. Apart from that, this report consists of my profile, company's profile, my training reflection, the SWOT analysis, recommendations and the conclusion. SWOT analysis will be used to evaluate the company's competitive position which includes its strength, weakness, opportunity and threat. This report will overview my performance during my industrial training while observing the company by doing the SWOT analysis and suggests the possible recommendation for further improvement. The last section will be references and appendices which include evidence of the student's involvement and contribution during the training.





ACKNOWLEDGEMENT

In the name of Allah S.W.T, the Most Merciful and Gracious, I wish to express my heartfelt gratitude to Allah S.W.T for granting me the strengths, patience and guidance to successfully complete this internship report under the supervision of my advisor, Miss Siti Hasziani Binti Ahmad, within the given timeline. Alhamdulillah, I have also successfully completed my six-month of internship at Zen Computer Systems Sdn. Bhd. from 3rd March 2025 to 15th August 2025. Being assigned to the Customer Care unit under Project Management Office where I gained complete knowledge about client relations and inquiry, handling and project support activities. My supervisor Puan Nadziha Binti Misran provided me with continuous guidance, support and constructive feedback enabled me to achieve personal and professional development.

My sincere appreciation to my advisor, Miss Siti Hasziani Binti Ahmad for her ongoing guidance and support during this internship. Her timely guidance played an essential role in helping me organize my weekly logbooks and prepare my final report and deliver my presentation perfectly. Besides that, her constant encouragement and valuable feedback have been crucial in assisting me in finishing all of the internship's academic requirements. Next, I want to thank the Industrial Training Unit at UiTM for their efficient program coordination which provided essential resources and support to create a productive learning experience.

Furthermore, I want to thank all the Zen's staffs for their warm welcome from my first day until last day. Their willingness to share knowledge and expertise ensured that I learned and grew with every task assigned, leaving me with valuable insights by the end of my internship journey. My internship has been enjoyable and important because of their teamwork and positive environment. I would also like to thank my family for being my greatest source of strength through their unwavering love and support. I would want to express my gratitude to my lecturers and friends for giving me emotional support and insightful advice whenever I needed them. Finally, I want to thank everyone who has support directly or indirectly. Thank you for being part of this meaningful experience.

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