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INTERNSHIP REPORT

CENTRAL CONTINENT SDN. BHD

3 MARCH 2025 - 15 AUGUST 2025

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Tajuk Laporan	INTERNSHIP	Nama Syarikat	CENTRAL CONTINENT SDN BHD

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EXECUTIVE SUMMARY

My six-month industrial training at Central Continent Sdn. Bhd., a reputable logistics and freight forwarding business in Bukit Jalil, Kuala Lumpur, is highlighted in this report. The business offers a wide range of services, such as door-to-door delivery, warehousing, trucking, customs clearing, and air and sea freight. I was exposed to the day-to-day workings of international logistics during my internship, and I discovered how the company oversees its alliances with shipping lines, airlines, and worldwide logistics networks to guarantee efficient and seamless cargo transportation.

I actively participated in creating quotes, answering questions from domestic and foreign agents, and helping the customer support staff with operational difficulties during the training. I learned how to handle different Incoterms and logistical documents while managing data and communications using programs like Microsoft Excel and Outlook. In order to obtain shipment information, I also had to deal directly with overseas agents as part of my job, which enhanced my ability to solve problems, manage my time, and communicate in a professional environment.

Additionally, the internship gave me insightful knowledge about the company's issues and strengths. Although the Central Continent's advantageous position and robust international links are significant advantages, problems including a shortage of personnel and manual procedures still need to be addressed. In light of this experience, I advise the business to install ERP to improve its digital processes and to keep nurturing talent through graduate and internship programs. All things considered, this internship greatly improved my comprehension of logistics operations and equipped me for a future in this industry.

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious, the Most Merciful, I would like to express my sincere appreciation to Allah S.W.T. for His unending blessings, strength, and direction, all of which have enabled me to successfully finish my industrial training. Without His heavenly will and kindness, it would not have been feasible.

First and foremost, I would want to express my gratitude to Central Continent Sdn. Bhd. for providing me with the opportunity to finish my industrial training and gain experience in the workplace at this esteemed company. I would like to express my sincere gratitude to my dedicated industry supervisor, Mrs. Soon Yan Chee, for her invaluable guidance, information sharing, and introduction to the logistics sector, which encompasses land, sea, and air freight operations.

In addition, I would like to sincerely thank Ms. ZY for her thoughtful guidance and support on the tasks I was given. Her assistance was crucial to my successful completion of my duties. Additionally, I would deeply appreciate everyone of the staff at Central Continent Sdn. Bhd. for their excellent collaboration, unwavering support, and invaluable mentoring throughout my time here. Without their encouragement and support, I could not have completed my trip and successfully navigated the professional world.

To ensure the successful completion of this project and my industrial training, I would like to take this time to sincerely thank Madam Wan Nor Syazana, my academic adviser, for her unwavering support, wise advice, and commitment. My report and slide presentation were greatly enhanced by my classmates' insightful critiques and creative suggestions, despite the fact that this was an individual project. My achievement has been greatly aided by your donations, so I truly appreciate all of your encouragement and support.

Last but not least, I would want to sincerely thank my parents in particular for their love, prayers, financial support, and encouragement—both physical and emotional—as I have progressed through my industrial training path. I wouldn't be as strong as I am now if it weren't for their priceless sacrifices. May they always be blessed with good health and long lives.





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