



INDUSTRIAL TRAINING REPORT

HRM666 - HUMAN RESOURCE INTERNSHIP

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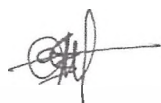
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EXECUTIVE SUMMARY

All students are required to participate in industrial training to complete their studies as students at Universiti Teknologi MARA (UiTM). I recently successfully completed a six-month industry internship at Flash Malaysia Express which is a logistics company that provides courier services throughout Malaysia.

During my internship at Flash Malaysia Express, I gained valuable experience in the Talent Acquisition and Operations department. Some of the tasks I perform include assisting in the recruitment process, arrange interview and make sure all candidate document complete to ensure smooth courier operations. In addition, I also always be involved in team meetings and discussions on workforce planning and operational workflows that help me understand more deeply how a company manages its workforce and maintains service efficiency.

Furthermore, during this internship I was able to develop some important skills such as organizational skills, communication skills, teamwork and adaptability in a change. By handling various tasks such as candidate screening and interview scheduling, I was able to improve my multitasking abilities and problem-solving skills.

Among the achievements I gained during this internship is that I managed to understand and complete the recruitment process by ensuring that candidates are properly obtained, screened, and accepted which to some extent can help maintain the level of the workforce in the hub that is urgent for employees. Furthermore, by constantly studying and observing the daily operations allows me to gain insight into the strengths and weaknesses of the company which to some extent can help me in completing the SWOT analysis.

The learning outcomes I gained from this internship included skills development, practical exposure to real operational and hiring processes, and personal growth. All of these experiences have helped me improve my communication, critical thinking, and problem-solving abilities while providing a clearer understanding of how operations actually work in a logistics company. Overall, my internship at Flash Malaysia Express was an meaningful experience that provided practical learning, improved skills and useful understanding of company operations and staff management.

ACKNOWLEDGEMENT

First of all, I am truly grateful to Allah SWT for giving me the strength, patience and determination to successfully complete my industrial training and this internship report. With his guidance, I was able to face challenges and complete my responsibilities well. Also, I would like to sincerely thank my parents for always keeping me in their prayers, give me support and encouragement which have always motivated me during my internship. Their strong belief in me has helped me stay determined and committed. Next, I would like to thank Flash Malaysia Express for giving me the opportunity to complete my industrial training at their organization. This internship gave me useful experience in a real working environment and helped me learn about recruitment and human resource operations in a real working environment. During this six-month internship I gained a lot of knowledge, helped me improve my skills and prepared me for future work challenges. Furthermore, I would like to sincerely thank my internship supervisor and the Talent Acquisition team for their guidance, support and trust that helped me complete my internship. By sharing their knowledge, giving feedback and involving me in every recruitment task, they helped me improve my understanding of recruitment practices and workplace professionalism. In addition, I would also like to thank to Sir Ratha Krishnan as my academic advisor, who guide me and encourage continuously throughout my internship period. With his advice and encouragement, I was able to align my industrial training experience with the objectives of my academic program. In conclusion, this internship was a meaningful experience that improved my personal and professional skills. I am grateful to all who contributed to making this journey rewarding and memorable.

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