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Cawangan Melaka

INDUSTRIAL TRAINING

AT AVERIS SDN. BHD.

GLOBAL BUSINESS SERVICES

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Tajuk Laporan	INTERNSHIP REPORT	Nama Syarikat	AVERIS SDN BHD

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EXECUTIVE SUMMARY

My internship journey with Averis Sdn Bhd., a Global Business Services (GBS) provider company, where I was exposed to professional practices over six months and real-world business operations. The industrial training offers an opportunity to apply academic knowledge in practice while absorbing industry-relevant skills. In this report consists of my personal profile, the host company's background, training reflection, SWOT analysis and recommendations.

The training reflection section, I included my assigned roles, responsibilities that I had during the internship, as well as the knowledge I gained throughout the internship. Through continuous engagement with daily work in Human Resources department, I enhance my technical abilities and interactive skills, including communication, teamwork, time management and ability to adapt with complex systems such as SAP and Workday. I was exposed using the systems where it enhances my technical skills. and strengthened my understanding of shared services business processes.

Furthermore, SWOT analysis is conducted to analyze the company's strengths, weaknesses, opportunities and threats. the company's strengths, weaknesses, opportunities, and threats. By completing SWOT analysis for Averis company, it allows me to gain knowledge how GBS works and understand the overall organization structures. Based on the analysis, the discussion and recommendation section provides strategic and innovative solutions. It focused on improving operational efficiency, organizational performance and long-term sustainability. These recommendations are supported by recent academic journals to ensure the practical value and relevance to apply in an organization. Overall, this report summarizes the crucial business exposure and personal development that I obtain throughout my industrial training experience.

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Firstly, I would like to express my deepest gratitude to Allah S.W.T for His blessings, strength and guidance throughout my industrial training period. With His grace, I was able to overcome obstacles, gain new experiences, and complete my industrial training and report.

Furthermore, I would like to express my heartfelt thanks to Averis Sdn. Bhd. for providing me with the opportunity to complete my industrial training and allowing me to obtain vital practical experience in a professional working environment. My deepest appreciation goes to my industrial supervisor, Lucas Kwan, for the continuous guidance and constructive feedback throughout this industrial training. I would also like to thank my buddy Quratul Aini, colleagues and all the staff at Averis who willingly shared their knowledge, assistance and supportive workplace environment. Their professionalism and cooperation contributed to my learning experience.

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