



UNIVERSITI
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MARA



MGT 666

Industrial Training Report

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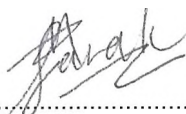
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This report presents my six-month internship experience at Airswift Malaysia, a global workforce solutions provider specializing in the energy, infrastructure, and STEM industries. As a Credit Control Intern in the Finance Department, I was responsible for monitoring accounts receivable, preparing aging reports, executing cash applications and payment allocations using Microsoft Dynamics 365 (D365), and issuing Statements of Account (SOA) to clients. These responsibilities strengthened my technical proficiency in Excel and D365 while enhancing my attention to detail, accuracy, and ability to work independently.

Beyond technical skills, I gained valuable exposure to corporate culture and developed key soft skills such as communication, teamwork, adaptability, and time management. Through knowledge transfer sessions, professional workshops, and team-building activities, I learned to collaborate effectively in a global environment while appreciating the importance of work-life balance.

This report also includes a SWOT analysis of Airswift, highlighting its strong global presence and positive workplace culture, while identifying areas for improvement such as overdependence on specific industries, cybersecurity risks, and exposure to currency fluctuations. These insights allowed me to understand the challenges faced by multinational companies and the need for continuous adaptation.

Overall, my internship has been a rewarding and transformative journey. It provided me with practical industry knowledge, sharpened my technical and interpersonal skills, and prepared me to pursue future roles in finance and administration with greater confidence, diligence, and professionalism.

I am highly thankful to Universiti Teknologi MARA, Kampus Bandaraya Melaka, Cawangan Melaka for giving me the opportunity to conduct my internship and gain practical exposure to a real working environment, where I was able to implement the knowledge and learning acquired throughout my course of study.

I would also like to express my heartfelt appreciation to my family for their endless love, support, and encouragement throughout this journey. Their patience and understanding have been my source of strength, and I am truly grateful for their presence every step of the way.

My deepest gratitude goes to my UiTM internship supervisor, Siti Mariam for her consistent guidance and assistance. Her invaluable advice and encouragement helped me stay on track and successfully complete my tasks.

A special mention and heartfelt thanks go to Sarah Joy, my company supervisor at Airswift, for her mentorship, patience, and continuous support. Her constructive feedback and professional guidance were instrumental in shaping my experience and development throughout the internship.

I would also like to extend my gratitude to Elyza Noor, Credit Control Coordinator at Airswift, for the insightful Knowledge Transfer (KT) sessions and for her willingness to share her expertise which helped me understand my responsibilities and carry them out efficiently.

To the entire Airswift team, especially the Credit Control team, thank you for the warm welcome, shared knowledge, and collaborative spirit. The positive and engaging work environment significantly enriched my internship experience and I am truly grateful for every learning opportunity.

Finally, I would like to give a special mention to my fellow intern friends:

Adam Redza Kamarizal, Ahmad Syaahid Karami, Annaz Huzainie Samsu Kamal, Muhammad Aidil Hakimi Shaiful Farizal, Nur Sabrina Abu Suhaime, Siti Nur Adila Zainal Abidin and Zatul Hannisa.

Your companionship, teamwork, and support throughout this journey made the experience even more meaningful and enjoyable.

To everyone named and unnamed who has helped me grow and learn in countless ways during this internship, thank you.

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