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ASNB

**MGT666**

# INDUSTRIAL TRAINING REPORT

Amanah Saham Nasional Berhad (Putrajaya)

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Yang Benar



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# EXECUTIVE SUMMARY

This report summarizes my industrial training at Amanah Saham Nasional Berhad (ASNB) Putrajaya for the period of 11 August 2025 to 23 January 2026. The internship was an academic component of my program and meant to serve as a preparatory step into the professional working world. During this period of training, I was able to undergo first-hand observation on how ASNB functions to be a competitive company in the financial industry and observe how each department help play their roles to bring better services for the consumer.

Attached to the Customer Service and Operations section during my internship, I was involved in daily front-counter activities and customer management tasks. My roles were helping customers with account enquiries, transaction processing, document updates and guiding customers on other ASNB products & services. I got to see their internal process, how they process their customer requests quickly and in a professional manner.

With the mentorship provided by my supervisors and staff in ASNB Putrajaya, I manage to polish up my communication skills and the way how I should approach and communicate with customers with different background. The tasks that I was asked to do means did help me become more vigilant and obedient as well. Collaborative working environment also trained me how to be a professional and support each other to ensure that everything operates daily as it should have.

Moreover, it enhanced my interpersonal skills and developed my confidence in managing practical work situations. I discovered that when it comes to customers, one needs to have a lot of patience and be polite and professional. Besides practical learning, I developed a discipline and it struck me that proper time management and teamwork could hugely enhance any work output.

In conclusion, this report is highlight of my internship experience at ASNB Putrajaya with its company background, duties and responsibilities, soft skills & hard skills that I acquire during internship, and a short SWOT analysis with recommendations. It has led to significant growth in both my personal and professional life, and helped me become a more confident and responsible young adult and future employee.

# ACKNOWLEDGEMENT

Before everything, I praise Allah SWT the almighty and all the glory to HIM, for his blessings, guidance, and mercy on me, that give me strength to finish this industrial training report of mine at Amanah Saham Nasional Berhad(ASNBNB) Putrajaya. This only happened because of His grace.

Thank you to Sir Mohd Isham Bin Abidin; my academic supervisor, for his support, guidance in assisting me during MGT666. I thank him for his valuable suggestions, feedback and support that helped me in the finalization of this report. I found that his motivation really helped me to stay focused and ready to commit through the training process.

I would also like to thank my internship supervisors and all staff of ASNBNB Putrajaya, thank you for your patience, guidance and support throughout the period of my industrial training. I could learn how to adapt to the working environment and gain practical experience because of their willingness to share knowledge, provide requirements and help out anytime I need. I want to sincerely thank them for making this internship a great learning experience.

Finally, I would like to acknowledge my parents and siblings for their infinite love, their encouragement, and their constant support. Knowing that they believed in me and consistently pushing me to do my best helped me overcome challenges, push through, and finish the internship with flying colors.

Finally I would like to acknowledge my friends who in one way or the other helped me in completing this report. Throughout this journey, their encouragement, support, and kindness have meant a lot.

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