UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
AUTHENTIC VENTURE SDN BHD (BANDAR BARU BANGI)
KOMPLEKS DIAMOND 906-B, JALAN MEDAN BANGI, SEKSYEN 1, 43650 BANDAR BARU BANGI, SELANGOR.

SPECIAL PROJECT: TRAINER & USER MANUAL

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IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT
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UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2018 – 30 JUNE 2018

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REPORT SUBMITTED IN FULFILLMENT OF THE
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UNIVERSITI TEKNOLOGI MARA KELANTAN

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DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

_____

Engku Shamimie Syahira binti Engku Kamaruddin
2015182731

Date of submission: 10 July 2018

ABSTRACT

This report has been written by the training based on industrial training the period from 1st February 2018 to 30th June 2018 at Authentic Ventures Sdn Bhd in Customer Success Department. Authentic Venture Sdn Bhd is a company that providing systems for other organization in order to help them growing their business which is focused for SMEs. The main product for Authentic Venture Sdn Bhd is OfficeCentral System. For these 5 months of internship, the student been given the opportunity to complete the industrial training programme as one of the trainer in Authentic Venture Sdn Bhd. Besides that, the student also need to prepare the user manual for the system that have in that organization.

Keywords: Customer Success Department, Training, User Manual, Support Team, Trainer

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Alhamdulillah, by the will of Allah, I am able to complete the report within the required time. I would foremost extend my sincere gratitude to all those efforts, who facilitated the completion of this project.

First and foremost I offer my sincerest gratitude to my organizational supervisor, Madam Siti Musalmah Jamil & Madam Khairun' Nisa Aziz and the organization, Authentic Venture Sdn Bhd that give the opportunity to me to complete my 5 months industrial training. I also would like to gratitude to my university supervisor, Madam Izzatil Husna Arshad who has supported me throughout my industrial training with patience and knowledge. I attribute my degree to their encouragement and effort. One simply could not wish for a better or friendlier supervisor.

My family deserve special mention for their inseparable support and prayers. My parent, Engku Kamaruddin Malek and Tengku Fatimah Rahman, they sincerely raised me with their caring and gently one. And thanks for my siblings for being supportive and caring.

Collective and individual acknowledgement are also owed to my organizational friends at Authentic Venture Sdn Bhd (AVSB) whose present somehow perpetually refreshed, helpful and memorable. To my respondents, my sincere appreciation for taking time and effort to participate in this observation report and without your participation, this report will never complete.

Finally, I would like to thank everybody who has important to the successful realization of my report, as well as expressing my apology that I could not mention one by one. To all these people, thank you.

Last but not least, I hope this final report as much as science can contribute little and can be used by the organization regard.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

1.1 Background of the organization

Figure 1 : Authentic Venture Sdn Bhd

Authentic Venture Sdn Bhd is a company that providing systems for other organization in order to help them growing their business. The company has been established on 2 November 2002, which is has been operated about 15 years ago. The headquarter located at Bandar Baru Bangi, Selangor.

Since 2011, Authentic Venture Sdn Bhd has held more than 100 ICT For Growth. Authentic Venture Sdn Bhd is a software development company established in 2002. Authentic Venture Sdn Bhd is recognized as MSC status, Microsoft Certified Partner, MDeC Score, CMMI , NEF-Awani 2013 Award in the Best Category of ICT Solutions for SMEs and has won the Asia Pacific ICT Award for the "Best infrastructure Tools" Category 2016 as well as the recognition of the "TOP 100SME Fast Moving Company" 2016. Nowadays, the company has gain a big trust from the government agencies, corporate companies and SME's using the system that suitable for them. Amongst the big client of the company are such as Majlis Amanah Rakyat (MARA), Filem Nasional Malaysia (FINAS), Malaysian Investment Development Authority (MIDA), Sustainable Energy Development Authority Malaysia (SEDA), Felcra Berhad (FELCRA), Tenaga Nasional Berhad (TNB), Universiti Teknologi

Mara (UiTM), Universiti Malaya (UM), and Yayasan Pembangunan Ekonomi Islam Malaysia (YaPEIM).

Among the Authentic Venture products are OfficeCentral, eTrax, AssetCentral, and Zioola. OfficeCentral products are the main products of the company's Authentic Venture Sdn Bhd and are focused on improving the productivity of small and medium-sized industries.

Since 2011, Authentic Venture has held more than 100 ICT For Growth Seminars and has been participated by more than 5,000 entrepreneurs throughout the country.

Besides having a company based in Malaysia, the Authentic Venture try to expand their business and market their products to overseas such as Indonesia and India. The business start launching in Indonesia on 18 March 2015. Meanwhile, the company starts their business expansion in India starting on 27 February 2017. Total of the staff until year of 2017 in the company is 25 staffs including the staff in Malaysia, Indonesia and India. Table 2.1 shows the details about the companies registered under this organization:

Table 1: List of Companies

Country	Name of the Company	State
India	AVSB Solutions Private Limited	Chennai
Indonesia	PT Solusi Awani	Bintoro

At Authentic Venture, this company value family spirit, teamwork and invest in the human capital development, empowering team with knowledge and thirst to be the best and to provide the best. This company also have a dedicated team specially for training, engagement and providing great support to the clients. Therefore, this company always ensure that all clients always get the best customer experience.

Besides that, Authentic Venture Sdn Bhd also provides e-learning materials and good online presence that will help customers to implement solutions in their company. This company offer competitive pricing with great products and service level, making it a great investment for customers.

1.1.1 Location of Authentic Ventures Sdn Bhd

The address of Authentic Venture company is at:

No. 906B, Level 2, Block D, Kompleks Diamond, Bangi Business Park,

43650 Bandar Baru Bangi, Selangor, Malaysia.

Company contact number: 03-2724 3826 / 03-8922 1493

Working hours for Authentic Venture is:

Monday – Friday (9.00 am – 6.00 pm)

Lunch Break : Monday – Thursday (1 Hour)

 Friday (2 Hours)

Working hours for support team in Authentic Venture is:

Monday - Friday (8.00 am - 5.00 pm (support) 5.00 pm - 6.00 pm (closed ticket))

Saturday (8.00 am - 6.00 pm)
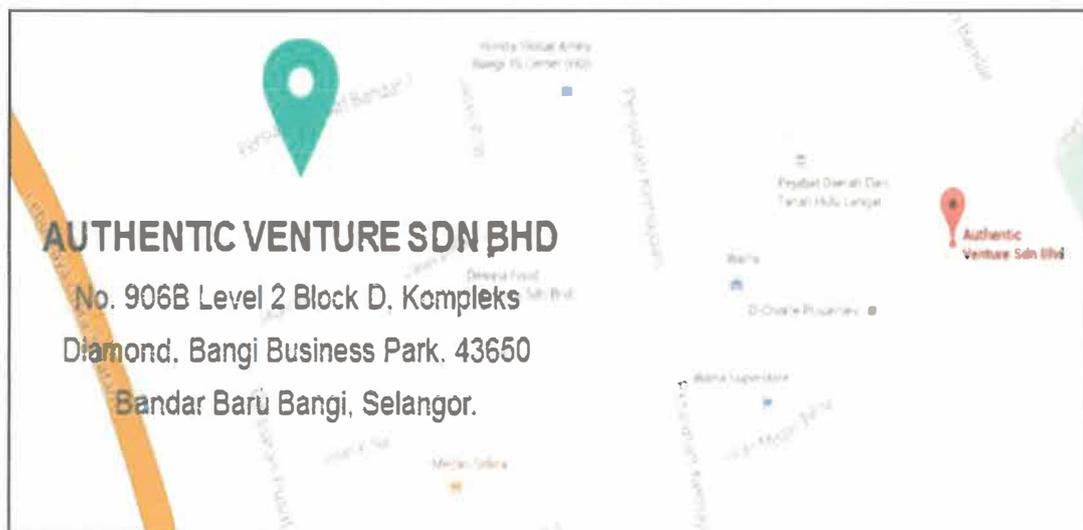
Figure 2 : Maps of location Authentic Venture Sdn Bhd

1.1.2 Facilities provided

Meeting room

Any discussion or conflict will be discussed in the meeting room so that everyone will get the same message and clear with the mission and meaning.

Prayer room

90% of the company member are muslim. Hence, they provide prayer room or "musolla" to enable all the staff perform their obligation towards their religion and do their work as well.

Training room

Every Friday, AVSB will do some activities to release their staff's stress for instance book presentation and team building. Training room will be the placed for them to do the activities. Nevertheless, training room is not only for staff used, but for clients used as well. Any training regarding the system will be done here.

Figure 3 : Meeting Room

Figure 4 : Training Room

1.1.3 Vision and Mission

Vision: To be the world leader in providing the best cloud-based solutions to organizations that help them grow their business.

Mission: To enable businesses and organizations to realize their full potential and grow their business with world class cloud-based solutions and services delivered by extraordinary team members focusing on providing the best customer experience, while attaining high profit and growth.

The main focus of the Authentic Venture Sdn Bhd is desire to be the best among the others, a healthy and sustainable system for generations to use. In order to accomplish this, established management practices are combined with learn and educate staff and internship to be more innovative and practical.

AVSB's work will contain the utmost integrity through scientific inquiry and strategic, applied methodologies. This is inclusive of adaptive management principles, applying what is learned to future endeavors that will bring "WOW" experienced to all people who join it. AVSB is committed to respecting and encouraging input from an array of stakeholders. Additionally, the organization is dedicated to maintaining a supportive environment for its diverse interdisciplinary team. Our values are:

Desire to be the best

We need to be the best cloud company who can help many entrepreneurs in managing their business.

Learn, Educate, Innovative

Everything that we do are to educate people to be more innovative and acknowledge them to learn a new thing that can bring benefit to them.

Responsible

We only hire people with collective responsible for their action.

Collaborative

We work together globally to deliver a consistent brand experience and partner together locally to provide the best client solution

1.1.4 Authentic Venture Sdn Bhd Corporate Logo

Figure 5 : Authentic Venture Sdn Bhd Corporate Logo

In the company logo, there are some meanings that the intern can describe. V means a victory. The company has proof of its victory of the establishment for 15 years. Meanwhile, the word of Venture is for the risk and challenge that the company have faced in the business throughout its establishments. In addition, the ring in the capital of V means global. The company is trying to develop their business into global for a better recognition, as the company now has expand its business in Indonesia and India. As for the red colour in the company logo, it means brave and courages of the company to venture a new area of the business. The blue colour shows the happiness and environment of the staff in the company.

1.1.5 Company's Product

Figure 6 : OfficeCentral System

OfficeCentral is the main product of Authentic Venture. OfficeCentral is system developed for Small and Medium Enterprise (SME's), private and the government sectors to manage their office effectively and efficiently easily anywhere they are. Besides that, the mobile application also provided for the staff to make them easier to apply for leave management, print their salary slip and others (Authentic Venture Sdn Bhd, n.d). The advantage of these system is placed under one roof and easier for the organization to handle their daily management. OfficeCentral is an integrated office management system which contains :

- Human Resource Management module (HRMS)
  - ✓ HR management system is one of the key internal organization process that can be efficiently done by computerization.
  - ✓ Staff can apply for leave, submit claims and all the approval process can be done online, from anywhere they are.
- Payroll module
  - ✓ The payroll system provide a variety of calculation for payroll management.
  - ✓ OfficeCentral also generate automatically the statutory forms such as Employees Provident Fund (EPF), Perkeso (SOCSO) and Zakat.

- Accounting module (GST-Compliance) and Finance
  - ✓ OfficeCentral Accounting system provide a powerful accounting dashbord and reports.
  - ✓ The system is easy for accountants and non-accountants to use.
  - ✓ The system is automates double entry, allowing bookkeeping for the company to be done efficiently and minimize human error.
  - ✓ The system is the first batch of GST-Compliance with Kastam.
- Customer Relationship Management module (CRM)
  - ✓ The system is allows centralization of sales and marketing efforts, reducing possibility of loss opportunity when sales executive resign.
  - ✓ This system is provided to record the customer database.
  - ✓ This system also provide in terms of billing such as make a quotation, invoice and receipt.
- Point of Sales module (POS)
  - ✓ This system allows the staff to monitor sales.
  - ✓ The system is using a location-based with a multiple lane and stock management.
  - ✓ The system also provide a powerful dashboards, reports and statistics besides can export the transactions into accounting.

OfficeCentral is a system that will help entrepreneurs to better manage their operations. Staff and staff will work with each other, through the same database. Reports such as financial records can be obtained immediately because the system can be accessed anywhere and anytime. All solutions are in the cloud to enable full control at minimal cost.

Figure 7 : AssetCentral System

Venture AssetCentral provides comprehensive management and maintenance of assets including vehicles, facilities and IT Asset (Asset Management CAMS, Maintenance Management CMMS, IT Asset Management ITAM).

AssetCentral is developed for organization to manage their asset more efficiently and effectively. Asset could be facilities, IT asset, equipment, vehicle fleet, buildings, furniture or machinery. The pressure for organisation to perform asset management efficiently with limited manpower and limited resources is increasingly felt. As such there is a growing trend for organization to manage their Asset using computerized solutions nowadays. The need becomes extremely urgent when the company grows bigger, when they need to manage hundreds or thousands of assets in multiple locations with many different and changing owners. Assets need to be registered with the detailed specification and information, asset movement need to be tracked, ownership changes need to be managed, maintenance need to be planned and managed, insurance need to be monitored, asset value and asset depreciation need to be calculated, asset need to be inspected or audited, asset lost or asset disposal need to be done according to company procedure. Mobile application is provided for very efficient complaint management and booking system. The system can read Asset QR code or barcode.

Figure 8 : Zioola System

Zioola is designed to make managing projects more effective! With the goal to let team members communicate better and have one stop center to keep all projects' data, Zioola will be the only thing you need to keep your project going (and even more effective and convenient).

Zioola is a web application that is specifically developed to provide a more comprehensive, yet seamless way of managing projects. The target markets are ranged from the smaller to bigger teams; with options of having contractors and consultants to also provide input in the project as well.

With a large projects being started and operated every year, the effort of monitoring the progress, cost, delays, problems and cost overruns can be very overwhelming. **Zioola** is designed to help managers and team alike to stay in control with everything without doing much work.

Figure 9 : Finegic System

Finegic is a cloud-based financial technology management solution specifically designed for organizations who are looking to manage their financial data online easily. Finegic is comprised of different applications (but can be integrated should you prefer to use more than one apps) which also include Loan Management and Companies Monitoring Management. With Finegic Loan Management, you can easily manage, calculate and monitor the loans that you provide to your clients all at one place – right at your fingertips.

Figure 10 : IPCentral System

IPCentral is a system to help you manage your Intellectual Properties effectively. It brings together your inventors, reviews and decision decision makers in a platform that enhances the efficiency and effectiveness of the organisation in managing intellectual properties from creation, to decision, to funding to commercialization.

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Figure 11 : Etrax System

Venture eTrax is developed for organization to monitor their employees to make sure they work productively. While the uses of computers and internet have greatly increase enterprise productivity, they also are easily subject to abuse. Research house in US have identified that employees may spend on average more than two hours per day on works that are not related to official work. About 50% of the wasted time is on computer or internet use such as social networking, Facebook, pornography or own business.

Figure 12 : KPI Management System

This **KPI System** is the new system that have developed by the Software Developement Department. This system is using to track the staff performance. The staff can update their own KPI measurement by using the system. Through this system also the company may know their KPI of their business. This system will help in ensure that the organization on their right track.

Figure 13 : MySedeqah System

MySedeqah system is also one of the new system that have been developed since 2017 and have been lauched on 2018 by Yang Amat Berhormat Tengku Mahkota Pahang at Gambang Resort. This main function of this system is to help the organization to collect the funding. For now Komited Malaysia have been using this system to help them in collect the funds for their organization activities.

1.2 Organizational Structure

Authentic Venture Sdn Bhd team consists of highly talented, creative and passionate individuals from various backgrounds including engineering, IT, and business to provide the best products and services to customers. Even though all staffs came from various backgrounds, the company has great teamwork and family spirit that work together and go forward together towards success.

The organization chart below is the chart of the company in Malaysia. Besides that, included also the chart of the company branch in Indonesia and India.

Organization Chart
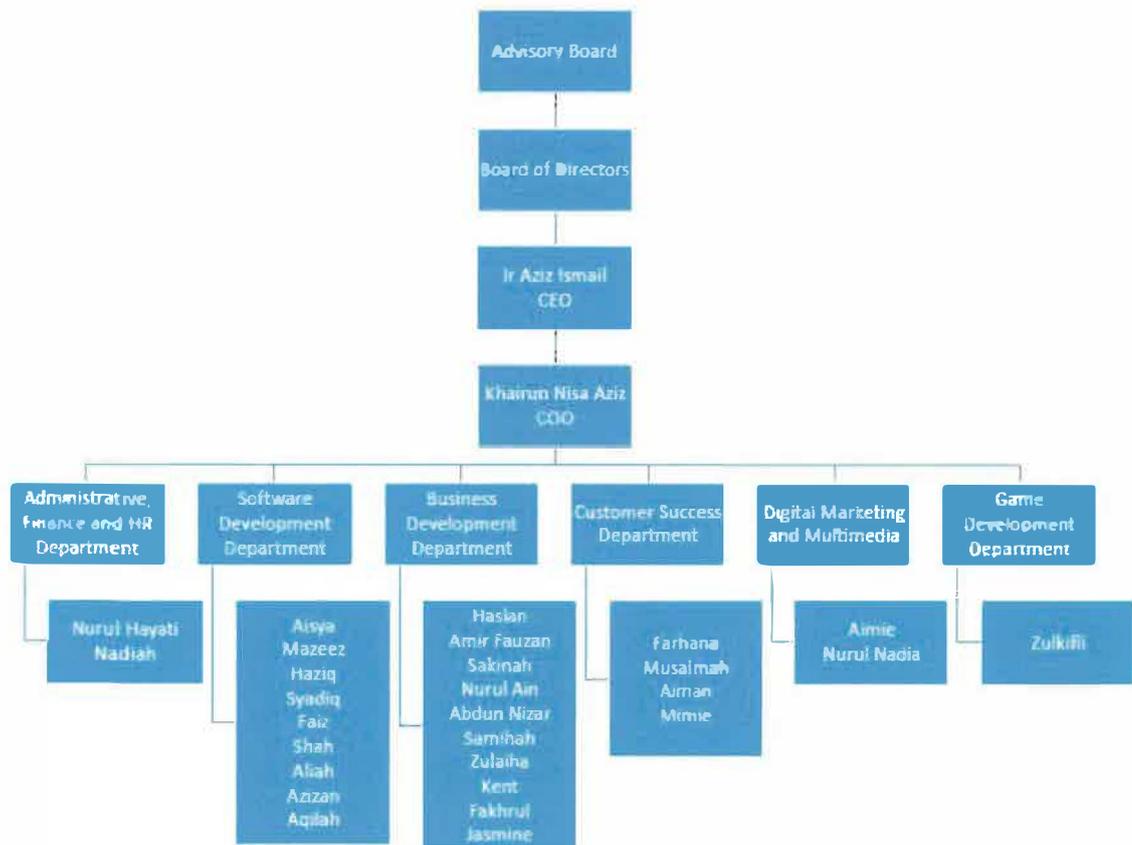
Figure 14 : Organization Chart in Malaysia

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The founder of Authentic Venture is the Chief Executive Officer (CEO) of the company, Mr Hj. Ir Aziz bin Ismail, aged 57 years old and have a wide experience in enterprise management and industrial automation technology. He is mostly involved in a range of enterprise management applications and industrial automation technology more than 30 years working experience, include Enterprise Management Applications, SME Solutions, Asset Management solutions, PC management and monitoring applications and Research and Development of Industrial Automation Products. Mr Hj. Ir Aziz was a graduate Master in Business Administration from Faculty of Economic and Administration, University of Malaya (UM) in 1981. Then, he studied in Loughborough University of Technology, United Kingdom and graduated as Bachelor of Science (Honours) in Electrical & Electronics Engineering. Besides that, he also obtained Ordinary National Diploma in Technology (With Commendation) from Brighton Technical Technical College, Brighton, United Kingdom. In 1978, he passed in Sijil Pelajaran Malaysia (SPM) from Sekolah Alam Shah, Kuala Lumpur.

The Chief Operating Officer (COO) is Khairun Nisa Aziz, aged 32 years old, with vast knowledge and experience in developing Software as a Service, leadership and management, and also deeply involved in operations. She also have a lot of experience in working together with other companies and organizations to improve their operations by using her skills and knowledge. She was also involved as speaker and penal examiner at various educational institutions including Universiti Pertahanan Malaysia.

**BOARD OF DIRECTORS
INDONESIA**

**Chief Executive
Officer**

**Chief Operating
Officer**

**Business Development
Department**

**Customer Success
Department**

Figure 15 : Organization Chart in Indonesia

**BOARD OF DIRECTORS
INDIA**

**Chief Executive
Officer**

**Chief Operating
Officer**

**Business Development
Department**

**Customer Success
Department**

Figure 16 : Organization Chart in Indonesia

1.2.1 Management Team

Figure 17 :

The Founder and Chief Executive Officer (CEO) of Authentic Venture Sdn Bhd

Hj. Ir. Aziz bin Ismail

Figure 18 :

Chief Operating Officer (COO) of Authentic Venture Sdn Bhd

Khairun Nisa binti Aziz

Figure 19 :

Project Manager of Authentic Venture Sdn Bhd

Aisya binti Aziz

Figure 20 :

Business Development Manager of Authentic Venture Sdn Bhd

Mohd Haslan bin Junior

CHAPTER 2

ORGANIZATION

INFORMATION

2.0 Organization Information

2.1 Information of the Department

There are 6 departments were implemented in Authentic Venture Sdn Bhd.

I. **Software Development Department (SDD)** is comprised of skilful and knowledgeable individuals from various IT and engineering backgrounds, who are highly passionate in researching and developing cloud-based solutions.

II. **Customer Success Department (CSD)** is comprised of helpful and passionate individuals with strong background in various fields including Accountancy, Human Resources and IT, to help on successfully implement the solutions to grow customer's business.

III. The **Administrative, Finance and Human Resources Department (HR)** is comprised of individuals with strong background in Accounting and Human Resources. They manage the company's operations and ensure that the operations run smoothly.

IV. **Game Development Department (GDD)** is the newest department to venture into new area of business which is gaming, as the gaming industry has grown to be over billion-dollar industry. Leading this department is one of our strongest technical people in the company.

V. The **Digital Marketing and Multimedia Department (DMM)** comprised of individuals with strong background and experience in online marketing field and also visual graphics content. This team aims to market company's product and solutions online and provide sufficient content for our followers. The team analyses and implements online marketing strategies to gain market awareness.

VI. The **Business Development Department (BDD)** is comprised of individuals with strong background in various fields, who are highly passionate in helping customer's company and organization to grow the business to greater heights.

2.2 Departmental Structure
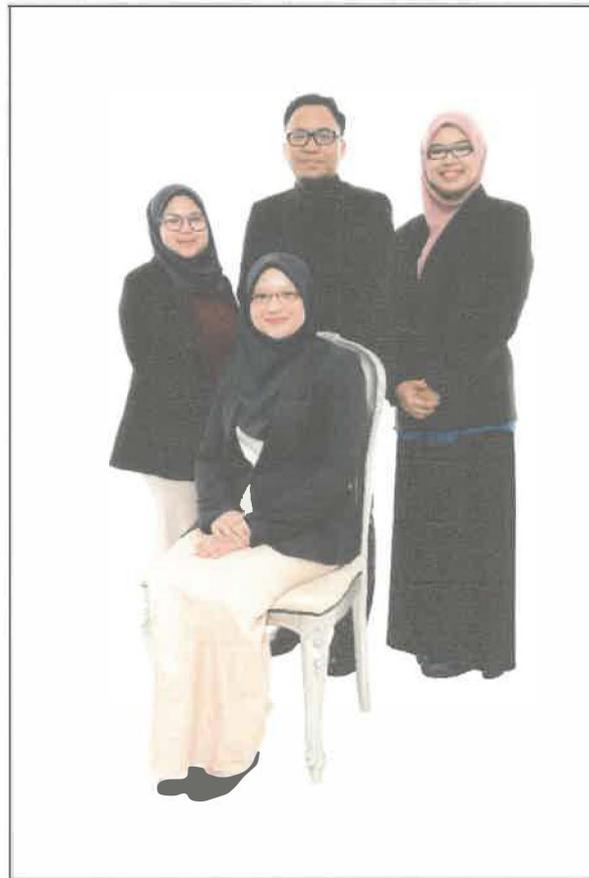
Figure 21 : Staff in Customer Success Department

During the industrial training, the student been placed in Customer Success Department where there are 2 teams which are support teams and trainer team. For these 5 months of internship, the student been given the opportunity to complete the industrial training programme as one of the trainer in Authentic Venture Sdn Bhd, or sometimes also been assign to support team. Other than that, I also become the assistant trainer to Software Development Department.

Having the opportunities becoming as a trainer give me so much experienced in handling the clients behavior. During the 5 months industrial training, some of the products I become as the trainer internal or external trainer. Internal training means that the clients come to the training room in Authentic Venture and I give them the training or sometimes I trained the new staffs or the new products to the staffs in Authentic Venture Sdn Bhd. The external training means that, I become the trainer at the client's place.

Besides that, I also assign in Support Team which is I need to help the client in solving their problems regarding using our products such as our main product which is OfficeCentral or sometimes also got called from clients regarding the AssetCentral and AgriCentral. The new office hour to customer success department is from 8.00 am to 5.00 pm in engage with the client. The balanced about 1 hour from 5.00 pm until 6.00 pm is to solving the problems through the freshdesk. There are some platforms to engage clients problems such as:

Table 2 : Platform to engage with clients

Platform	Function
Tawk.to	Tawk.to is one of the online chat that use by the Authentic Venture to engage with the clients. The clients can send a chat through the online chat and one of the support team will entertain and help to solved the problems.
Freshdesk	Freshdesk is one of the platform that the client can communicate with the support team or anyone in the

	company. Usually the clients will create a new ticket regarding the problems through the Freshdesk. By using the email, the support team will recognize the clients. And the ticket need to assign to anyone in handling to help in solving the problems. After that they need to update with the clients any progress with the problems.
Phone Call	Phone call is the main platform that will use by the client to engage with our support team.

Other than that, I also become the assistant to SDD team during the User Acceptance Test (UAT) or Final Acceptance Test (FAT). I need to assist the SDD presenter to completing the UAT or FAT session. I will take note for the changes request or any bugs during the UAT or FAT session.

During the 5 months industrial training, the student was given a coordinator or supervisor to supervise and monitor the trainee at the company. The student need to change several of times the supervisor. At Authentic Venture Sdn Bhd, the supervisor monitored the student on technical knowledge, practical skills, ethics and professionalism, communication skills and problem solving.

Table 3 : The list of supervisor

Supervisor's Name	Duration
Siti Musalmah Jamil	3 months (February - April)
Khairun Nisa Aziz	2 months (May - June)

Figure 22 :

Customer Success Executive

Siti Musalmah Jamil

Figure 23 :

Chief Operating Officer (COO) of Authentic Venture Sdn Bhd

Khairun Nisa binti Aziz

2.3 Department Functions

The student been assigned in Customer Success Department which the main function is to engage with the clients to help them solving the problem regarding use of the system that developed by Authentic Ventures Sdn Bhd. There are some of the customer success department functions as below.

Table 4 : Functions of CSD

Function	Description
Help clients in solving the problems	The main task of Customer Success Department (CSD) is to engage with the client that having the problems using the system. The team will help the clients through the platform that have mention in table 2.
Renewal the system	Beside the BDD team, CSD team also responsibility to renewal the clients account for using the system. Each of the renewal of the system, they will get the commission.
Train the new clients	As the trainer in CSD the purpose as the trainer is to give the knowledge to the new clients regarding the function of the system. Beside give the training to the clients, the training towards the internal staffs also important to ensure that all the staffs in Authentic Venture Sdn Bhd have the knowledge using the system especially for CSD where need to assists the clients using the system and to BDD where need to give the full explanation and demo using the system to gain

	trust from the prospect to become as a client.
Coaching session	This coaching session is provide to the client for free. Usually this coaching session is open on Monday. Only 2 hours for each of company to come and having their coaching session. The clients need to book for the coaching session. This is also a part of training but this training is more focused on the clients side. For example the client only want to focus in Accounting module in OfficeCentral. So that during 2 hours coaching session, the trainer will focus only that clients question. This is to ensure that the client more understand on using the system.
As a intermediary person between client and SDD	The each of person in CSD also become the intermediary person between clients and SDD. This is because sometimes the SDD will help to solve the bugs problems that have inform by the client through the freshdesk. Sometimes to download report from the system also need the assist from SDD because the size for the report is too large. For example, the client need to download General Ledger report for 2017, this problems usually need the SDD to solve and after that SDD team will pass the report to the CSD team. The CSD team will contact back with the clients.
Company Site Visit	This is the new function in CSD. The company side visit is to help the clients if they have any problem

	using the system. The presenter of CSD team will go to the client's office and update their progress or satisfaction using the system.

CHAPTER 3

INDUSTRIAL

TRAINING

ACTIVITIES

3.0 Industrial Training Activities

3.1 Training Activities

During 5 months industrial training the are some of the activities that the student involved with Authentic Venture such as:

3.1.1 Become the trainer for internal and external

During the industrial training, the student got chanced to become one of the company representative for example become as a trainer. For the internal training, the company usually held the OfficeCentral training twice a month. The training usually for the new clients that purchase the OfficeCentral system. It is on Wednesday and Thursday in a week. It depends on how many the trainee need to attend to each day. Each of the day have the different modules to learn. On Wednesday, usually the trainee will learn about 5 modules mean while on Thursday the trainee will learn about 3 other modules. Sometimes, the student need to train the new comers that join the company for example, new intern student. Each of the staff in Authentic Ventures must know about the main product which is OfficeCentral. Other than that, become as a trainer, the student need to know several of other products that produce by the company. The student also need to become as a trainer for the new system to give a training to the other staff in the company. For example, MySedeqah system, KPI system and Finegic system which is more focused on Loan Monitoring. Become as the trainer to the internal staff, it is also one of technique for the student to improve the training skills.

For the external training is when the student need go to the client organization to give the off side training. Usually it is focused on the OfficeCentral system. The off side

training usually for the large organization, for example MTDC. MTDC is one of the large organization that purchase the OfficeCentral.

Beside become as the trainer for the internal and external, the student also involved in coaching session. The student also become the trainer for the coaching session. the student involved with one of the large company which is Komited Malaysia. Komited Malaysia purchased MySedeqah System from Authentic Venture. During the coaching session, the student need to assist the staff from Komited to key in their data and information into the system. Coaching session is one of way to strengthen the relationship between the client with the trainer.
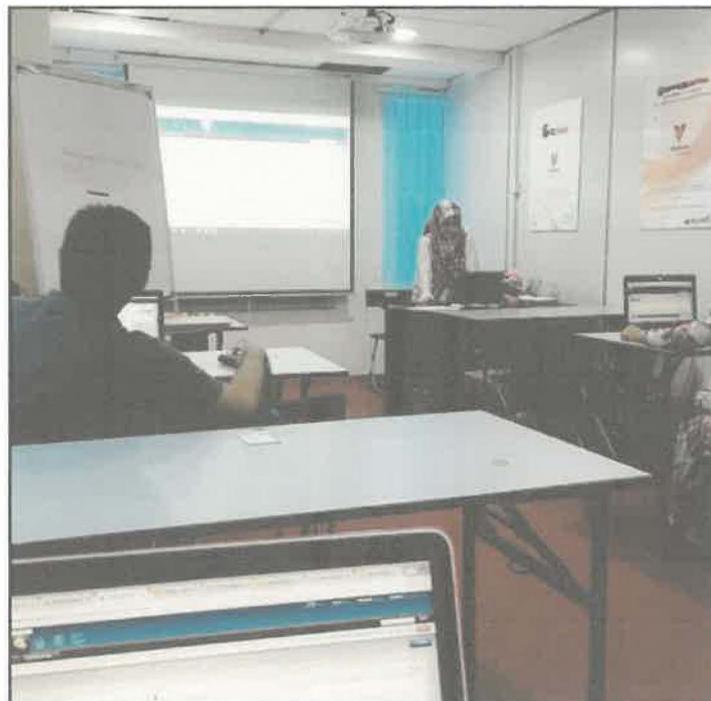
Figure 24 : Trainer for OfficeCentral Training

3.1.2 Assistant for coaching session

Beside become the trainer, the student also have the experienced become as the assistant for coaching session. The coaching session was held at UPM MTDC which is take about 3 days to handle about 8 sub-companies under UPM MTDC that apply the OfficeCentral system into their company business. Most of them are more focused on Accounting, Finance and Customer Relationship Module. Each of them have a different level of understanding. The trainer and the student need to assist them until they know on how to use that system and the flow of the system.

Figure 25 : Assistant trainer for OfficeCentral Training

3.1.3 Assistant for UAT or FAT session

Become the assistant for UAT or FAT session is one of part the department function. During the industrial training, the student need to assist the Software Development Department (SDD) for the preparation before the UAT or FAT session. Before the

UAT session, the student need to help the SDD to complete the UAT documentation. The student need to log in into the Tester Apps that have been developed by Authentic Venture to prepare the UAT document. The student need to key in the information into the Tester Apps before need to print out the UAT document. After that, the student also need to test the system by followed the UAT document. If there have any changes, the student need to update the information in the Tester Apps before the UAT session with the client. For the FAT session, the student need to assist the SDD team to study back the UAT document if there have any of the changes of requested by the client.

Sometimes during the UAT and FAT session, the student need to follow the SDD team for having the UAT or FAT session at the client's organization. The student need to become as the assistant for that session. The student need to take note for all activities happened during the session to make easier in completing the report for the Customer Success Department (CSD). Usually the student will take note for the changes requested by the client. Other than that, sometimes there had to many questions, and the SDD team cannot answered by each question so that the student will help to assist that client.

The student also help the SDD team to become one of the trainer during the FAT session. This is because there are too many sub-modules to be handle so that the client need to be split into two group which is admin and staff roles. The student got to managed on the admin role for the second day of FAT session for KPI system.

Figure 26 : The software that use to create the User Acceptance Test Document (Tester App)

3.1.4 Been assigned in support team to assist the clients problem

Other than become one of the trainer in Authentic Venture, the student been assigned in support team to help in assist the client problems with the systems. As mention above in table 2, there are several platform that can be used to engage or contact with the clients, in helping them to solved the problems. For example, the student need to assist the client on how to generate the leave for their organization. Other than that, the student need to assist the client to download report from the system. And sometimes the student need to communicate with the SDD team to solved the problems. As the support team member, the student also can access to the client account by impersonate their account to help them in solving the problem. The student can access into Ventures Admin and find the client information by their company or username.

Been assigned in support team, the student need to attend on Saturday as one of the working day for the support team. On Saturday only the support team will worked. If

there had any of the problem regarding the database, the student will create new ticket and assign to the SDD team. The SDD team will update the problem only on Monday. This is because only the support team will have their working days on Monday until Saturday. But if the student work on Saturday, the student will get leave on Sunday and Monday. So that the other team member in support team need to update with the SDD regarding the new ticket on Saturday and need to update with the client.


Figure 27 : Help to solve the client's problems

Figure 28 : The page for Venture Admin that will help to track the client information

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3.1.5 As a assistant in training session

Before being assigned to become on of the trainer on Authentic Venture, the student start to become as the assistant to the trainer. The student need to learn on how to communicate with the client and the flow for the training session. Only a couple of time that the student become the assistant before been assigned to be one of the trainer in the organization.

3.1.6 Completing the report after the training for the department

Every time the student completing the training session, the student need to come out with one report regarding the training session on that day. The report must be verified by the Head of Department before save it in the file. The report must be attach with the pictures / attendance list / evaluation form. Usually only the attendance list and the evaluation form will get attach with the report.

3.1.7 Completing report after the coaching session

Every time the student completing the coaching session, the student need to come out with one report regarding the coaching session on that day. The report must be verified by the Head of Department before save it in the file. The report must be attach with the pictures / attendance list / summary of the coaching session. Usually only the attendance list and the summary of the coaching session will get attach with the report.

3.1.8 Completing report after the UAT or FAT session

Every time the student completing the UAT or FAT session, the student need to come out with one report regarding the UAT or FAT session on that day. The report must

be verified by the Head of Department before save it in the file. The report must be attach with the pictures / attendance list / evaluation form. Usually only the attendance list and the evaluation form for UAT or FAT session will get attach with the report. The student need to make two copies, one for the CSD file and the another one report is for SDD file.

Figure 29 : Example of report for CSD Department

3.1.9 Involved with SDD in completing the UAT or FAT documentation

As mentioned above, the student need to help the SDD team in preparing the UAT or FAT document before the UAT or FAT session. The student need to help to key in the information into the Tester Apps and test the system followed the instruction in the document. The student also become one of the team members during the UAT or FAT session. The student got chanced to become the assistant trainer or become one of the

trainer during the UAT or FAT session. After completing the session, the student need to come out with one report for that session.

3.1.10 Filling the report for the department

The other side task during the industrial training, is the student need to do some filling activity. The student need to prepare the files for the reports from 2015 until 2018. Each of the year need to have the different file. The arrangement for the report must followed the on top arrangement. For the report training and coaching session must have the different file. The student also must prepare the template for label for each on file in the department. In the file also must have the separation between the report for SME industry or large organization training. It is make easier for the other team member if they had to recheck the previous report.

3.1.11 Early preparation for each of the training and coaching session

Before any of the training or coaching session, the student need to prepare the materials for that session. As the lead for that session or as mention before become as the trainer, the student need to come early to each session, so that the student can welcomed to the participants. It is one of the procedure during the training and coaching session. It is to ensure that there is no gap between the trainer and the trainee. For the early preparation, the student need to ensure there are have the attendance list and the evaluation form prepared on table before the training or coaching session. Sometimes the trainer can give the evaluation form during the end of the session. The student also need to prepare if there is other materials that need to prepare before the session such as the user manual or sometimes the activity that need to do the copy.

Other than that, the student also need to ensure that there are breakfast preparation to the trainee.

The new procedure to become as the trainer, the student need to at least three times of rehearsal before giving the training to the trainee. It is one of the early preparation for training or coaching session. There are two ways having the rehearsal. Firstly is giving the training towards the internal staff and get the feedback for the staff. And secondly is need to record video during the rehearsal session. After that, the team member in CSD will watch the video give their comments.

3.1.12 Early preparation for UAT or FAT session

Become one of the team member in UAT or FAT session, the student need to have the early preparation for that session. For example, the student need to know the function and how to use the system. Other than that, the student also need to test the system by follow the instruction in the UAT or FAT document whether it is pass or failed function. Besides that, the student also need to do the fotocopy for the UAT or FAT document.

3.1.13 Work on Saturday

As mentioned above, the student need to work on Saturday when the student have been assigned into the support team. The student will get the weekend holiday is on Sunday and Monday.

3.1.14 Work on Monday

Sometimes the student also need to work on Monday, that is because there are some preparation that the student need to handle before any of the UAT or FAT / training / coaching session. The student will get the replacement leave for each of day that the student need to work on the off day.

3.1.15 Attending the training or course organize by Authentic Venture Sdn Bhd

During 5 months industrial training, the student also involved in training that have organized by the Authentic Venture to the staff. Some of the training were organized to all staffs in Authentic Venture and some of that only the related department will joined the training. Usually the training was held on Friday, 3.00 pm until 5.00 pm. But sometimes it was held on the other day. For example, the training for the whole staff in Authentic Venture is Business Model Canvas Workshop, speaker is from Bizcoach Din Deraman. During the training the staff had been divide into group and need to discuss any of related topic with business for example on how to improve the business marketing. Each of the group need to present their own point. There is one topic that the staff in Venture need to sit into group with their own department and need to discuss the new procedure and how the new procedure can help in business development. After that, that point also need to be present and discuss among the staff member in Authentic Venture. Beside that, Authentic Venture also held the Stress Management Training. This training given by the CEO which is Mr Ir Aziz Ismail.

Other than that, the other training that was held for the CSD, BDD, DMM and HR Department was "Train the Trainer". During this training only several of staff from the department will involved. As the CSD team member, the student need to become one of the participant during the training. The training was held to improve the CSD

new standard of procedure. It is also something that can help to improve the trainer on how to get close with the trainee. That training was very related with the student task during the industrial training.

Figure 30 : Business Model Canvas Workshop

3.1.16 Setup for the weekly CSD meeting

Weekly meeting for CSD is the new activity. The weekly meeting will held on every Tuesday, from 5.00 pm until 6.00 pm. The Head of Department (HOD) will sent through email regarding the meeting agenda every week a day before meeting so that the team member will ready with that agenda. Usually, the HOD need to the progress from each member regarding the task given. For example, each of team member will receive task to update the user manual and the video tutorial. So that the HOD want to

know about that task. Other than that, during the meeting also discuss about the client problems or any other issues that related. The student need to setup for that weekly meeting, prepare for the laptop for the discussion and prepare the venue for the meeting.

3.1.17 Completing the user manual

Completing the user manual one of the special project that given by the Authentic Venture Sdn Bhd. The student need to complete the user manual using the new template. The new user manual that had been done by the student such as MySedeqah system, Finegic system which refer to Loan Monitoring that divide into 3 types of user manual regarding the requested by the client, KPI system that divide into two which for admin and staff and new update OfficeCentral system using the new template. User manual for OfficeCentral system need to divide into each of the modules.
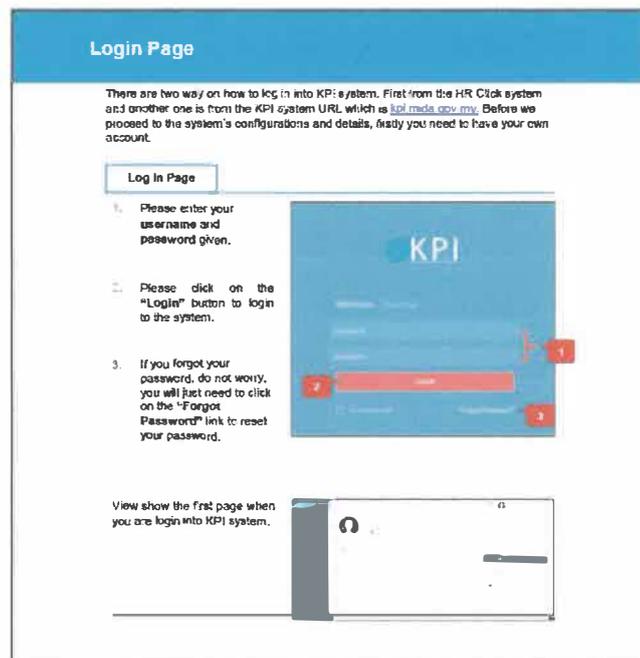

Figure 31 : Example of the template use for user manual

3.1.18 Making the video tutorial for the system

Beside completing the user manual, the student also need to make the video tutorial for the KPI system. The task was given by the HOD, Madam Khairun' Nisa. The video was make by using by using the EzVid Software. Only one module can be completed because the KPI system have some of the changes during that time. Before making the video tutorial, the student need to practice on how to using the EzVid Software. The student also prepared the script for the video tutorial on KPI system.

Figure 32 : The software that use for making the video tutorial

3.1.19 Create new articles for the system

Beside create the user manual and making the video tutorial, the student also need to come out with the articles and upload it on the Freshdesk. The articles basically will help the other user to use the system. It will upload as the solution methods. It took about one day to complete the articles in the Freashdesk. The student make the KPI system articles in the Freshdesk. The user will view the articles if they have any problem regarding using the system. The article is same concept with the user manual.

The different between user manual and the articles is they can get the hard copy for the user manual, but for the articles they only can access it through online.

3.1.20 Book for training and coaching session

During the industrial training, the student also need to book for the training or coaching session that requested by the clients. Usually the clients will directly contact with support team is when the clients want to book for the coaching session. For the training session, usually the BDD will give the list of client's name. This is because after the client purchase the system, they need to attend to the training session. So that the BDD team will communicate with the support team to book the training session for their client. In Authentic Venture Sdn Bhd will use the Eventbrite to book the session. In the Eventbrite, the student only need to choose a date for the training session and insect the client information, the client will received the invitation through the email from the Eventbrite. For the coaching session, the student need to check with date and time that available. As mention before, the coaching session was held only on Monday, limit for 2 hours per company. So that in Monday, it will divide into 4 coaching session which :

Table 5: The time for coaching session

Monday	9.00 am - 11.00 am
	11.00 am - 1.00 pm
	2.00 pm - 4.00 pm
	4.00 pm - 6.00 pm

Table 6 : The new time for coaching session

Monday	8.00 am - 10.00 am
	10.00 am - 12.00 pm
	12.00 pm - 2.00 pm
	2.00 pm - 4.00 pm

There are two different time for coaching session, that is because in table 5 is the old session for coaching session. Mean while in table 6 is the new session for coaching that started on a week after Eid. So that, the client need to give their information and time that they want for the coaching session. Then, the student need to check the availability during that time. The changes of the time for the coaching session need to discuss with the client.
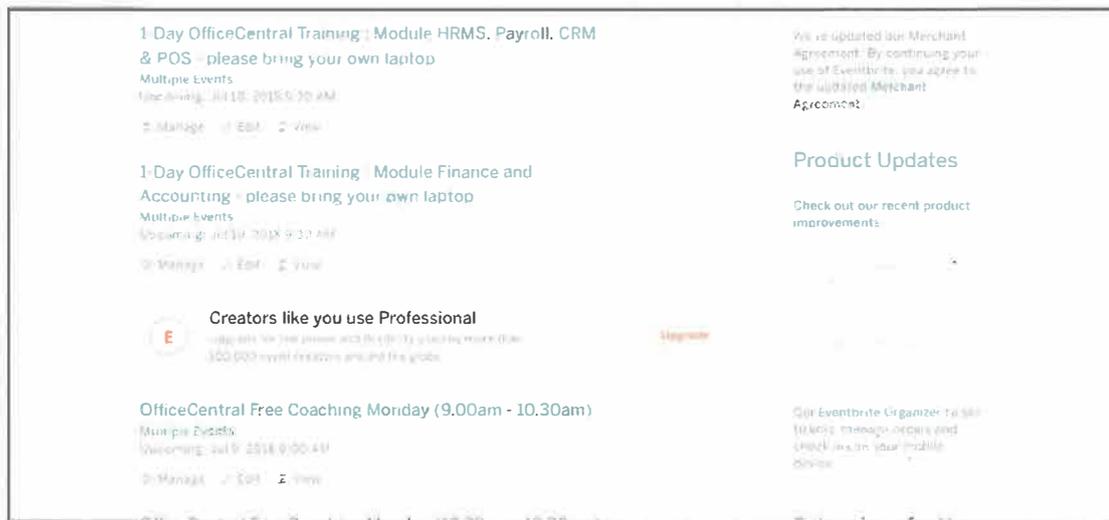

Figure 33 : The list for booking training and coaching session

3.1.21 As a committee member for Authentic Venture Sdn Bhd Annual Dinner

During the student industrial training, the student also involved with the Authentic Venture Sdn Bhd Annual Dinner 2018. The student become one of the committee members for the annual dinner. The student need to setup for the venue preparation and decoration. The annual dinner was held at Bangi Golf Resort (BGR) on 4 Mac 2018. All the preparation including choose for the venue, buy the decoration and choose for the dishes for the annual dinner had been settle together with the annual dinner committee member. The real task for the student is become one of the corporate usher. The student need to usher the top management in Authentic Venture included with the shareholder and the top client in Authentic Venture Sdn Bhd.

Figure 34 : Certificate becoming one of the committee member during company annual dinner

3.1.22 Join the Venture Team Building activity

In Authentic Venture, they will provide the activity for every week. For example the team building session. The team building was held by each of the department in Authentic Venture Sdn Bhd. Every week on Friday which is 5.00 pm untill 6.00 pm is the spent time with the staff. During the CSD turn for the team building, the team have decided to provide one game which is called as "Place". The staff will divide into several of group and one of them need to become as the representative of their group to become the tour guide. The other member team need give the information regarding the picture behind the tour guide. The information must be in question not in the general statement. The tour guide need to give the answer before move to the next picture.
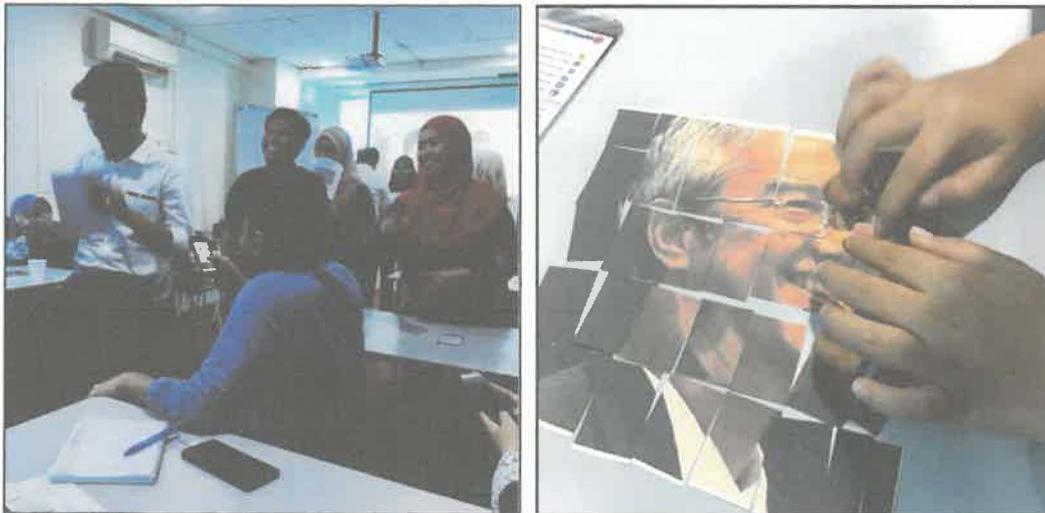

Figure 35 : Some of the team building activities in Authentic Venture Sdn Bhd

3.1.23 Join the Venture "Voice@Venture"

During the industrial training, beside the team building activity, the other activity was held on Friday was the Voice@Venture. Voice@Venture is the activity where each of staff need to share their knowledge with others. The staff need to present with their own creativity. Some of the staff get the task to read a book and share the summary with other and get the other opinion. Usually, the topic must be related with their own department or related with the business management.

Figure 36 : Joining the Voice@Venture activity

3.1.24 Join the Venture staff farewell

During the 5 months industrial training, the student also involved in farewell activity. Usually the farewell is for the others student that have completed their industrial training in Authentic Venture Sdn Bhd. The farewell is one of the company standard of procedure to show their gratitude towards the student. There will have the session where each of the staff members need to give their wishes to the student. They also will sing together during the farewell. There also provide cake or other dishes during the farewell.

Figure 37 : Joining the farewell activity

3.1.25 Renewal OfficeCentral

During the industrial training, when the student been assigned in CSD as the support team. The student get the opportunities to renewal the client account. Usually the client that use the OfficeCentral system. The student will sent the quotation or invoices requested by the client through the email. After the client make the payment they need to provide the receipt as the attachment. Only after that, the student will renewal their OfficeCentral account. After that, the student will provide to the client with the receipt from the Authentic Venture Sdn Bhd. From that renewal, the student will received some of the commission.

Figure 38 : The list of client's invoice

3.1.26 Representative Authentic Venture Sdn Bhd in launch system program

During the industrial training, the student got chance to go the the launch program for the new system. The launch program was organized by Komited Malaysia to launch the MySedeqah system. MySedeqah system is one of the system that developed by Authentic Venture Sdn Bhd. MySedeqah is the system that can help to manage the funds in Komited Malaysia. The launch venue is at Gambang Resort, on 14 April 2018. The system was launch by *KDYMM Pemangku Raja Pahang Tengku Abdullah*. The launch was during the dinner at the Gambang Resort. Before the lauching, there have been several performance from the artist such as Dayang Nurfaizah.

Figure 39 : Representative Authentic Venture Sdn Bhd in launch system program

3.1.27 Completing the slide for training presentation

The student need to follow the new Standard of Procedure in CSD as the trainer team. For every training session the student need to give the training based on the flow in th slides. This time the student need to prepared for the KPI system slides presentation. It took about several days in completing the slides. The slides will be used during the training for KPI system. The slides also need to be approved by the HOD before published in the google site for Authentic Venture.

Figure 40 : Example of training slide

3.1.28 Join the Venture Sale Presentation Competition

During the industrial training, the student also get chances to participate in the Sales Presentation Competition. The student choose the Zioola system as the product that need to be present to the client. For the competition, the client is from the Authentic Venture staff. The student need to complete the slides for the presentation competition.

Figure 41 : Joining the sales presentation competition

3.2 Special Project

During the industrial training of 5 months period, students would have tasks and projects need to be handled. From the tasks, students got more experiences, new knowledge, and enhance their soft skills in communication and working life environment. This chapter is discussed on the details of the special project were handled by the intern along the industrial training programme at the company or organization.

3.2.1 Completing the user manual

As the student that assign in CSD, the student received task from the supervisor to complete the user manual for each of the system. The student managed to complete the OfficeCentral user manual. It is take about 3 months to complete the user manual. The user manual was divide into 7 user manual which follow with the sub-modules that have in the OfficeCentral system. At the same time the student also need to handle the other project, that is why it is took a long time in completing the user manual. Apart from that, the OfficeCentral system also have some changes and the new function that need to update during completing the user manual. The user manual was completed in Malay version. The new user manual is using the new template that provide by the student. The student need to draft first the user manual template before the supervisor and the HOD approve the template. Only after that, the student manage to start completing the user manual.

The new template is to make more easier for the user to use. The old user manual have too long explanation and did not have the new function in it. For the latest version for OfficeCentral user manual, it was in Malay Version with added the new

function in OfficeCentral. Beside that, the new template for user manual is more interesting and more simple for the users reference.

During the completion of the OfficeCentral user manual, the student also need to complete the user manual for MySedeqah system. That is because the date for the launching of MySedeqah system is near. It took about several of weeks to understand the function in MySedeqah system and completing the user manual. Before the launch program, the Komited Malaysia having their training at Authentic Venture Sdn Bhd. That is why the user manual need to be completed within a few weeks. The MySedeqah system also use the new templates. Because of MySedeqah system is the new system in Authentic Venture, so that it did not have the previous user manual that the student can refer and learn the system. The student need to learn the system form the developer in SDD team regarding to complete the user manual for MySedeqah.

After completing the MySedeqah user manual, the student need to continue back with the OfficeCentral user manual. During the completion of the OfficeCentral user manual, the student involved with the new system which is Finegic system. The student more focused on the Loan Monitoring modules. The student need to attend the training with the developer to understand the system because it also did not have the previous user manual. After understanding the function and flow in the system, the student need to come out with the user manual for Loan Monitoring. The student need to complete the user manual that requested by the client. It also in Malay Version. The student need to complete 3 type of user manual which is user manual for admin, for supervisor and for the staff. It took about several of weeks in completing the user manual. After completing the user manual, the user always asked to update the system

with the new function, so same with the user manual also need to be updated before give it to the clients.

Only after that, the student can focused on completing the user manual for OfficeCentral system. At the same time, the OfficeCentral also have the new function and new sub-module. The student need to learn on how to use the new function to add in the user manual.

After completing the OfficeCentral user manual, the student was involved in one another system which is KPI system. This system was requested by new client which is Malaysia Investment Development Authority (MIDA). It took about 3 weeks in completing the user manual for KPI system. The user manual for KPI system were divided into 2 types of user manual which for admin and staff user manual. For tha admin it has 6 modules and for the staff only had 3 modules. The user manual also need to be updated when there was the changes requested by the client.

Table 7 : The list of completed user manual

User Manual (System)	Completion of user manual
OfficeCentral System (Malay Version)	1. HRMS Module 2. Payroll Module 3. Finance Module 4. Accounting Module 5. Customer Relationship Module 6. Procurement Module 7. Global Configuration Module

| MySedeqah System (Malay Version)	1. Admin view
Finegic System (Loan Monitoring Management) (Malay Version)	1. Admin view 2. Supervisor view 3. Staff view
KPI Management System (English Version)	1. Admin view 2. Staff view
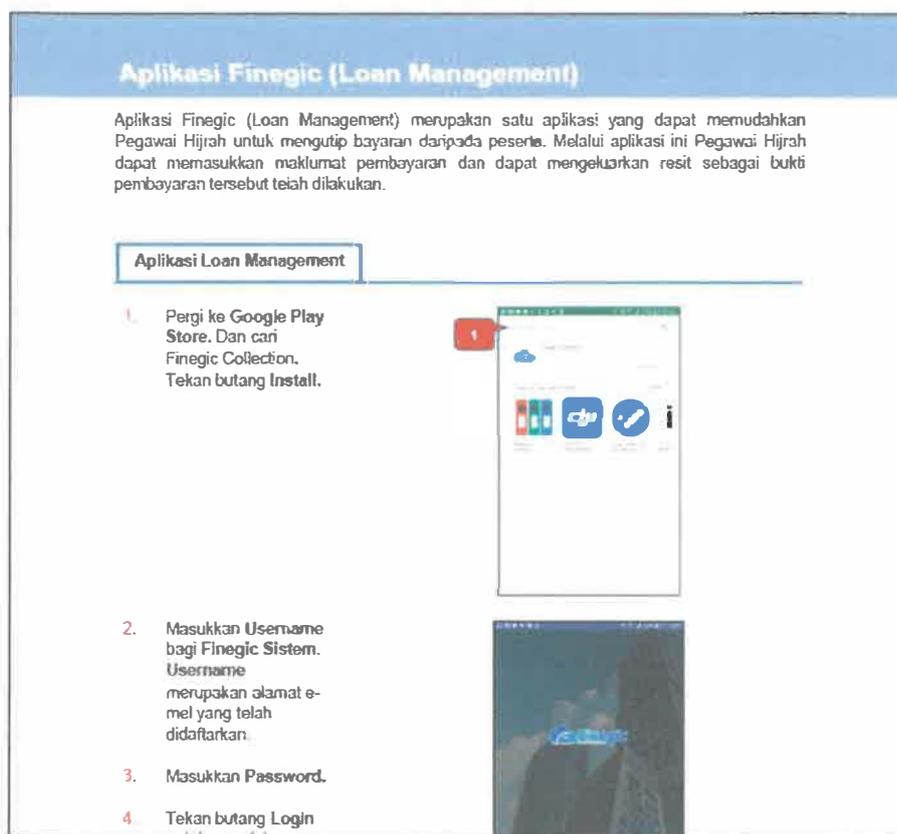
Figure 42 : Example of user manual for Finegic System (Loan Monitoring

Management)

3.2.2 Become the trainer / assistant trainer

Apart of CSD team, the student also been assigned as the trainer. the first experience becoming the trainer, the student only had one customer that coming on that training session for OfficeCentral system. The training was held at Authentic Venture training room. The client only want to focused on the Human Resource (HR) and Payroll modules. After that, the second training is for the internal staff. The student also need to give the training to the internal staff regarding the new system. So that all the staff aware with the new function and the new system that provide by the Authentic Venture Sdn Bhd. The student get the experience becoming the trainer for OfficeCentral system, MySedeqah system, Finegic system which is focused to Loan Monitoring Module, KPI system and Zioola system. Most of them are for the internal staff training. For the client is more focused on OfficeCentral system.

Figure 43 : Becoming one of the assistant trainer for training

Before becoming as the trainer, the student start with becoming as the assistant trainer. It is to guide the student to get the flow during the training session. Beside becoming the assistant trainer for the training session, the student also have the experience in becoming the assistant for the coaching session. Other than that, the student also become the assistant to the SDD team during the UAT and FAT session.

The student becoming the assistant in training session for the OfficeCentral system and MySedeqah system. At the same time, the student can get the knowledge about the system and know the flow during the training session.

During the coaching system also the part of learning process in becoming the trainer for the coaching session. The first coaching system that the student involved as the assistant trainer is for the UPM MTDC which have 8 sub companies that purchase the OfficeCentral system. Most of the companies focused on Accounting, Payroll and Customer Relationship module. After that, the student get a chance to become as the trainer for coaching session with Komited Malaysia. The student need to assist the staff from Komited Malaysia to key in their information before the launching date for MySedeqah system.

Table 8 : The list of training activities

Training	Participant	Training Activities
OfficeCentral System Training	1. Internal staff 2. Clients	1. Trainer 2. Assistant trainer
MySedeqah Training	1. Internal staff 2. Komited Malaysia	1. Trainer for internal staff

		2. Assistant trainer for Komited Malaysia training
Zioola System Training	1. Internal staff	1. Trainer
AgriCentral System Training	1. Internal staff	1. Trainer
Finegic System (Loan Monitoring Management) Training	1. Internal staff 2. Hijrah Selangor	1. Trainer for internal staff 2. Assistant trainer for Hijrah Selangor
KPI Management System	1. Internal staff 2. Malaysia Investment Development Authority (MIDA) - Admin role - Supervisor role - Staff role	1. Trainer
User Acceptance Test / Final Acceptance Test (KPI Management System)	1. Malaysia Investment Development Authority (MIDA)	1. Trainer for admin role 2. Assistant for supervisor and staff role
Coaching Session	1. Sustainable Energy Development Authority (SEDA) - OfficeCentral	1. Assistant trainer for coaching session with SEDA and UPM MTDC

	System	2. Trainer for coaching session with Komited Malaysia
	2. UPM Malaysia Technology Development Corporation (MTDC) - OfficeCentral System 3. Komited Malaysia - MySedeqah System	

3.2.3 Assign to support team

Apart from becoming the CSD team, the student also involved in support team. The student need to assist the clients regarding the problem with the system. Some of them only have the simple problem for example, they forgot the password to log in the system. The student need to help the client to solved that problems. The student need to access the account from the admin venture.
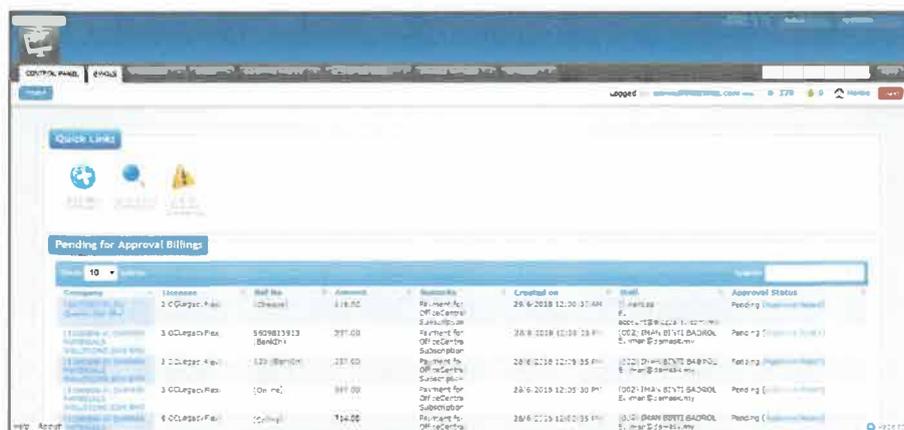
Figure 44 : The view for Venture Admin

Other than that, some of the client need to download the report from the system. But if the report have too much of the information. The student need to assist the client with help them to download from database and email the report to the client. Usually they have problem to download report from the Accounting module. For example, the client need the profit and loss report for 2017. It has many of transaction involved. So that the student need to download the report from the latest database.

Based on the projects given, The student got so many good experienced and knowledge. The problems that The student been faced during handling to solve the clients problems, the student always keep improving myself day by day. The student learned how to communicate better.

CHAPTER 4

CONCLUSION

4.0 Conclusion

After the 5 months industrial training, the student get to completed the industrial training at Authentic Venture Sdn Bhd as a Customer Success Intern. The industrial training gives an opportunity to the student to experience a real working environment and learned a lot on how to communicate with clients, besides working with other people that have a different behavior and attitude. The student was given a several tasks during the industrial training and the student manage to handle the responsibility or task given and manage to complete at the right time without having a delay. The student also be able to apply the skills gained during the studies. Hence, the student also get to gain a new knowledge and the learned a new things at the company that they never know at the beginning.

This report is aimed to be evidence that the student has been in the industrial training by a predetermined time period. Then, it is also to be a record for all the activities during the training period. Then, this report can be as prove that the student is understood and appreciate the works that have been done during the industrial training. Finally, it is also can be a reference for the future in order to know how the organization will be the best place to complete the industrial training requirements.

4.1 Application of knowledge, skills and experience

During the industrial training, the student have applied the knowledge in completing the task given by the organization. Usually the task given for the special project need to be related with the student course or faculty. Authentic Venture Sdn Bhd is one of the organization that are very suitable with the student course. It is because Authentic Venture Sdn Bhd is one of the leading IT company that focusing on cloud based system. It also the service provider to the clients.

Based on the task that have given to the student, there are some of the knowledge that can be applied by the student during completing the task.

Table 9 : Lesson Learn

Application VS Knowledge	
Task	**Course Learn from Faculty**
System Documentation (User Manual)	System Analysis & Design I & II
User Training	Information System Interaction & Consultation
Video Tutorial	Multimedia for Information Presentation

For the task in completing user manual or another task is for completing the report are related with the system documentation. Every semester, the student need to complete several of the documentation. But for the knowledge that have been applied by the student during the industrial training is more relate with the subject during semester 5 & 6 which is System Analysis & design I & II. In that subject, the student need to come out with the complete documentation.

For the second task that the student can applied during the industrial training is user training. This task is very related with the subject Information System Interaction & Consultation. This is because, during the student in semester 4, the student have been exposed with the assessment which is the student need to conduct one user training to complete the subject assessment.

In making the video tutorial by using the EzVid software is something new to the student. But during Diploma, the student have been exposed with the multimedia subject. Such as Multimedia for Information Presentation.

By joining Authentic Venture Sdn Bhd as the Customer Success Intern, the student gain so much new experience and also the student able to develop the soft skill during the industrial training. Becoming one of support team member helped the student to improve the communication skill. This is because, the student need to communicate or engage with the client everyday. The student need to assist client on solving their problem. Beside communicate through phone call, reply the online chat also can improve the student communication skill. The student also gain new experience when solving the problem with the large organization. Beside having the communication with the client, the student also learn on how to communicate with the team members or senior and the top management in the organization. Involving in training session also can help in improving the communication skills.

Next, beside improving the communication skill, the student also get to improve the confident level. This is because, the student need to involved in training session. The student need to confront with the client to give the training. The student need to have

the high confident level so that the client will more focus or trust with the student to handle the training session. By involving with the training session as a trainer, it is really help the student to improve the soft skills.

Other than that, the new experience that the student have faced is when the student get chances to communicate or get engage with the client from the large organization and the top management from the large organization. It is not easy to make the organization trust with us. But if you have the high confident level and the knowledge, the student can communicate better with the top management. By handling several of training and UAT or FAT session truly give the high impact to the student life.

4.2 Limitations and Recommendations

During the 5 months industrial training, there are some of the limitations that can be traced by the student. The recommendations are made for the organization to overlook and make a better improvement in future.

Table 10 : Limitations and Recommendations

Limitations	Recommendations
1. Not enough staff in support team	1. Hire more staff for support team
2. Not enough staff in software development department	2. Hire more staff / provide more training for software development department
3. Lack of appreciation of the staff's work	3. Provide reward for the staff
4. Lack of security in office	4. Provide more security such as CCTV
5. Lack of communication between staff	5. Improve the staff relationship by having the activity such as team building

4.2.1 Limitations

4.2.1.1 Not enough staff in support team / software development department

Due to thousands of clients that subscribe with product or system in Authentic Venture Sdn Bhd, every day will be the crucial day to the support team. This is because they need to handle to solve all the client's problems. For now, there only one permanent staff in support team and the other rest mostly the intern student that help in managing the support team. It is not suitable because every 6 months after the student complete their internship program, they need to find other student and need to teach them from the start again and again. With the thousands of clients subscribe the product, there must be many problems that comes from various of clients. Sometimes, the support team did not have much time in solving the problem because of lack of team members. Most of the problem will become overdue because of this limitation.

The lack of developer in the organization. This also one of the limitation that the student will mention. This is because the organization many several of products or systems that need to be maintained, updated and managed. For now, the organization only had 5 staffs that work as a developer. It is become a problem when the support team need the help from the developer on solving the problem, but at the same time the developer need to develop or upgrade the system. This problem also can contribute to the overdue of the problem solving. Most of the task will overdue because of the lack of developer.

4.2.1.2 Lack of appreciation of the staff's work

This limitation is very obvious in the organization. Most of the staff feel like they never be appreciate by the organization. For example, as a developer that as a person in charge develop the system, did not receive any reward or commission or bonus from the organization. They will only receive the monthly salary from the organization. Only the team from business will receive the commission they are the person who introduce the system to the client and the client agree to subscribe the product. In Authentic Venture Sdn Bhd also did not provide any bonus to the staff. Most of the staff need to work on holiday or weekend but the organization did not apply the overtime charge. So that the staff did not receive any payment even work on holiday.

4.2.1.3 Lack of security in office

Authentic Venture Sdn Bhd also lack of security in the office. The organization only had the access door. The other security is very low. This is because one of the support team member need to work on Saturday. Only the CSD for support will work on Saturday. It might be dangerous if anything happen without any of security for example such as CCTV.

4.2.1.4 Lack of communication between staff

In every organization, the communication between staff is very important to avoid the misunderstanding. Most of the staff in the organization did not apply the good communication. The misunderstanding will occur. For example, one of the task from the business team need to be assign to support team. But when the is no good communication happen, the task become overdue and there will come out with the misunderstanding situation between the staffs.

4.2.2 Recommendations

4.2.2.1 Hire more staff

This is the one of the suggestion from the student towards Authentic Ventures Sdn Bhd. The organization need to hire more staff to improve their efficiency towards completed the task. Or other else they need to provide training towards the staff so that they can manage the time well on completed the task.

4.2.2.2 Provide reward for the staff

The organization need to give some the appreciation reward toward the staff that involved in the project. It is to make the staff feel they are being appreciate by the organization and it can become one of the courage to staff to improve their work behavior. They also will feel happy in provide the good result of work.

4.2.2.3 Provide more security

Due to the limitation before. The organization need to provide more security for the staff safety. For now, only the access door that provide in the organization. The organization need to provide the for example the CCTV so that can record all the movement and activities in the organization.

4.2.2.4 Improve the staff relationship

In the organization, each of the staff need to have the courage of team work so that it can help to improve the works become more efficient. One on the activity can be done to strengthen the relationship is having the team building. With that activity it can make the staff more easy to work in a team.

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APPENDICES

OFFICECENTRAL
Modules

OfficeCentral is the best enterprise management solution that provides multilocation features
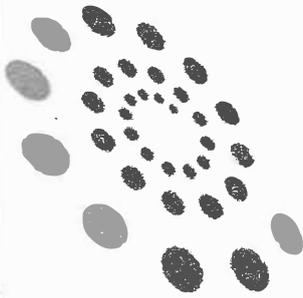
Thousands of users have benefited from using OfficeCentral. OfficeCentral is one of the leading cloud-based solutions for SMEs and also the winner of NEF-Awani ICT Awards 2013 "Best ICT Solution for SMEs".

GST-COMPLIANT ACCOUNTING SYSTEM

- Powerful Dashboards and Reports
  (Profit & Loss, Sales Report, Balance Sheets, Comparisons, Ratios, Trend and many others)
- Auto-generate GST Reports
  (GST03, GST Audit File)
- Project Accounting & Group Accounting
- Easy for Non-Accountants
- Integrated with other modules
- Location-based Accounting

HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS)

- Employees Profile Management
- Leave Entitlement Management
- Movement Management
- Career Progression
- Attendance & Tardiness Management
- Automatic Email Alerts
- Powerful Dashboards
- Auto-generate Reports

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM)

- Customer Profile and Historical Relationship
- Leads and Contact Management
  (Quotations, Order Acceptance, Delivery Order, Invoices and Receipts)
- Integrated with pricebook
- Meetings Management
- Sales KPI Management
- View your customers on a map

INVENTORY MANAGEMENT SYSTEM

- Manage your inventory automatically
- Link to accounting or CRM or POS
- Solve your inventory management problem
- Location-based inventory management for you to track your inventory and stocks

PAYROLL MANAGEMENT SYSTEM

- Monthly & Biweekly Salary Calculations
- Automatic Unpaid Leave Calculations
- Flexible Allowances & Deductions Calculat
- Process Salary Easily & Save Time
- Automatic Statutory Calculations
- Automatically Generate Statutory Forms
  (EPF, SOCSO, PCB and Zakat)
- Overtime Calculations & Management

POINT OF SALES SYSTEM (POS)

- Monitor sales remotely
- Powerful Dashboards, Reports & Statistics
- Location-Based POS with Multiple Lanes
- Location-Based Stock Management
- Exports transactions into Accounting

Now Available on Android

Benefits

Access from anywhere, anytime using any device including mobile

ACCESS ANYWHERE, ANYTIME

- Get access to your company's data anywhere, anytime.
- You can view and approve your staff request for leave, advance or claims from anywhere using PC, Laptop or mobile.
- Your staffs can submit leave applications and claims online.

INCREASE EFFICIENCY

- Mobile Apps enable data access from your mobile phone.
- Make immediate decision since all data are available at your fingertips.
- Centralized data and no more double entry.

GST-COMPLIANT ACCOUNTING

- Automatically generate your GST 03 forms and GST Audit File.
- Manage your project accounting while you are managing your company accounts.
- Analyze your company's performance during the year or multi-year based on sales, profit or financial ratios.
- Look at monthly or cumulative trend to help analyze performance.
- Get the alert for 21-day rule and bad debt rule in GST accounting.
- Integrated with other modules. So, no repetitive work required.

NO INSTALLATION NEEDED

- No installation needed to use OfficeCentral because it is a cloud-based software.
- Automatic updates. You will always get new features.

COLLABORATION MADE EASY

- Your staffs can collaborate with each other easily since they are looking at the same centralized data.
  - OfficeCentral provides multilocation functions which enable you to get reports based on individual office and also overall at any time

GO PAPERLESS

- Reduce paper usage and get data instantly online.

BENEFITS

SAVE TIME & COST

- Save a lot of time since you can access your data anytime you need it.
- Huge savings since all forms and calculations are generated automatically and more efficient compared to manual process.
- No server purchase is needed due to using cloud technology. So, no capital budget is required.

OFFICECENTRAL

Testimonial

Listen to what our existing customers have to say about OfficeCentral

"OfficeCentral is the best system for SMEs because OfficeCentral is a simple one stop solution system that helps entrepreneurs to manage the business performance and results that can be accessed anywhere and anytime. OFFICE MANAGEMENT SOLUTIONS all in one place... "

–Faridah Hanif, Green Matrix Car Rental

"OfficeCentral HRMS and Accounting Modules are suitable for teaching & learning in tertiary education. It gives my students hands-on experience and real simulation of HR & Admin staff work. With cloud based applications and 24/7 availability, my students learn beyond classroom settings. I am proud that my students could administer employee data management and execute full payroll systems with statutory compliances. The bottom line is, unisel HR graduates are ready with the knowledge & skills required by employers. "

-Abu Naaim Munir, Deputy Dean Faculty of Business, UNISEL

Support Team

Do not hesitate to contact us

SUPPORT AND CUSTOMER SERVICE

We agree that your company always evolve to become the best in your field. Therefore, we always update our system to follow current standards to ensure that you always get the latest and the best.

Our friendly team is always ready to assist you in OfficeCentral implementation so that you can focus on your core business.

EMAIL/PHONE

Email : sales@ventures.com.my
Phone : +(603)-2724 3826 / +(603)-8922 1

ADDRESS

Authentic Venture Sdn Bhd (470336-H),
No 906B Level 2, Block D, Kompleks Diamond
Bangi Business Park,
43650 Bandar Baru Bangi, Selangor,
Malaysia.

CONTACT OUR NEAREST DISTRIBUTOR

SAMPLE OF

FORMS

AUTHENTIC VENTURE SDN BHD (470336-H)

Venture

AV/HR/APPT/INTN/TV184

14th December 2017

To:

Engku Shamimie Syahira Binti Engku Kamaruddin
No. 74, Jalan Tok Tuan,
Kampung Mengkasar,
26600 Pekan, Pahang.
Tel: 017-9228595/014-8465509

Dear Ms Engku Shamimie Syahira Binti Engku Kamaruddin,

OFFER OF INTERNSHIP POSITION AS CUSTOMER SUCCESS INTERN

We are pleased to offer you the internship position as Customer Success Intern for the duration starting from **1st February 2018** to **30th June 2018.**

This offer is subject to the following terms and conditions:-

1.	**Allowance**	You are entitled for Training Allowance of RM 500.00 per month
		This is subject to your full attendance.
2.	**Working hours**	9:00 a.m to 6.00p.m (Tuesday to Saturday).
		1.00 p.m to 2.00 p.m (Lunch Break) except on Friday when lunch is between 12.30 p.m to 2.30 p.m.
3.	**Job Function**	You will be responsible to the Customer Success Department, and will perform and undertake all instructions and duties pursuant thereto.
4.	**Office Rules**	Your employment shall be subjected to office rules and regulations and other procedures as may be made known from time to time.
5.	**Reclassification**	The Company reserves the right to reclassify your job function or to transfer you to any part of Malaysia or overseas.
6.	**Transfer and Secondment**	The Company reserves the right to transfer or secondment you to another company (subsidiary, associate or holding company).

Address: No. 906B, Level 2, Block D, Kompleks Diamond, Bangi Business Park, 3650 Bandar Baru Bangi, Selangor Darul Ehsan.
Tel: +603-8922 1493 / +603-8920 0672 | Email: sales@ventures.com.my

www.Ventures.com.my

7.	**Termination Of Service**	Either party must give not less than (10) working days written notice or pay the allowance in lieu of notice.
		You are not allowed to join our customer's or competitor's company within six (6) months of leaving your employment with our company.
8.	**Confidentiality Requirement**	You shall not either during or after termination of your employment divulge or communicate to any person except to those of the Company's officials or its affiliates whose province is to know the same, any confidential matters in relation to the affairs of the Company or its affiliates as to the working of any process or invention carried on by the Company or its affiliates which you may make or discover whilst in the service of the Company.
9.	**Intellectual Property Rights**	You agree to disclose and assign any invention, development, process, plan, design, formula, specification, program or other matter of work whatsoever (collectively " the inventions") created, developed or discovered by you, either alone or in concert in the course of your employment and the same shall be the absolute property of the company. Any Intellectual Property Rights and rights to inventions arise out of your activities hereunder, or if ownership rights cannot be transferred under applicable law, any exploitation rights relating thereto, shall be transfer to the Company in accordance with applicable law. You shall, as and when requested by the Company (at Company's cost and expense), assist the Company in perfecting the Intellectual Property Rights in any manner the Company deem fit.
10.	**Medical Fitness**	This offer is subject to you passing a medical examination by the Company's panel of doctors which cost is to be borne by company.

Kindly confirm your acceptance of our offer on the copy of this letter and returning the same to us if the terms and conditions are agreeable to you.

Please note that if you do not acknowledge this offer letter within two (2) weeks from the date of this letter, this offer is deemed to be withdrawn.

Yours sincerely,
AUTHENTIC VENTURE SDN. BHD.

Khairun Nisa Aziz
Chief Operating Officer

Address: No. 906B, Level 2, Block D, Kompleks Diamond, Bangi Business Park, 43650 Bandar Baru Bangi, Selangor Darul Ehsan.
Tel: +603-8922 1493 / +603-8920 0672 | Email: sales@ventures.com.my

www.Ventures.com.my

AUTHENTIC VENTURE SDN BHD (470336-H)

Venture

Acknowledgement

I, _ENGKU SHAMIMIE SYAHIRA BT ENGKU KAMARUDDIN_, IC/ID No. _****** - 06 - ****_ hereby accept employment on the above-mentioned terms and conditions and shall be able to commence work on _1 FEBRUARY 18_.

(signature)   19 DISEMBER 2017

_____   _____

(Signature)   (Date)

REPORT DUTY DECLARATION FORM
(Semester March – July 2017)

To   :   Puan Nurulannisa Binti Abdullah
                         Industrial Training Coordinator IM245 – UiTM Kelantan

Name   : ENGKU SHAMIMIE SYAHIRA BT ENGKU KAMARUDDIN

UiTM ID   : 2015182731

Program Code : IM 245

H/P No   : 014 8465509

I hereby, confirmed and report my duty to   AUTHENTIC VENTURE SDN BHD
(organization).

Date: __1__ February 2017   Student Signature   _____

                                     Verified by,

                                     Signature   _____

                                     Name   KHAIRUN NISA' BINTI AZIZ

                                     Designation   CHIEF OPERATING OFFICER

                                     Official Stamp   _____

PHOTOCOPY OF

LOGBOOK

INSTRUCTIONS

1. Name : ENGKU GHAMIMIE EVAHIRA BINTI ENGKU KAMARUDI

2. Student ID : 2015182781

3. Programme : IM 245

4. Semester : 7

5. Home Address : NO 74 , JALAN TOK TUAN

KAMPUNG MENGKASAR

26600 PEKAN PAHANG

6. Tel No (HP) : 014 8465509   017 9228595

7. Email : cikumimie @ gmail . com

ORGANISATION INFORMATION

1. Full Name & Address : AUTHENTIC VENTURE SDN BHD

NO 906B L2 , BLOCK D , KOMPLEKS DIAMOND

2. Department : CUSTOMER SUCCESS DEPARTMENT

3. Supervisor : SITI MUSALMAH BINTI JAMIL

4. Position : CUSTOMER SUCCESS EXECUTIVE

5. Tel : _____ HP : 018 2034 868

6. Email : musalmah @ ventures . com . my

FOR OFFICE ONLY
Remarks :

EXTRACT NATURE OF WORK DONE	SUPERVI: REMARI
Report in Authentic venture Sdn Bhd	
Orientation with staff	??
Learned on using OfficeCentral , Zioola and Asset Central	
- OfficeCentral is the main system / product	- State
	what h
	been le
	for first
	day in
	genera
	(ie: -
	the hom
	page,
	the gen
	function
	of syste

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Report duty	
Training on using freshdesk , tawk.to , eventbrite , trello ,	
google drive , google calender , google site , composing	
email	
Encik Aziz (CEO) give sales and presentation training to	
new intern	
Study about other product	
- IP central	
- Finegic	
Receive book for knowledge sharing session	
- Over promise and over deliver	- When
Learning session on Finegic	to present ?
- Loan management	
- Monitor company	
Question and answer session about the new product	
Explanation about the product by Encik Aziz (CEO)	
Trying on using the new product (Finegic)	
Assign task from supervisor for special project	
- Manual book for system in Authentic Venture	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARK
Report duty	
Checking email	
Design storyboard for manual book	
Finish up the ~~template~~ templates	
Training ~~how~~	
- how to set up appointment / meeting	
- how to start call	
sent through email the template	
	- Good

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Report on duty	
Checking email	
checking google calender	
E-learning using academy·ictforgrowth·com	
– officecentral – Global Configuration	
– HRMS	
– Payroll	
– Accounting	
Discussion with Puan Nisa (HOD) about the template	
Trying looking the online template	
	– GOOD.
	✍

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Report on duty	
Checking email	
checking google calender	
Study on manual officecentral	
– HRMS	
– Payroll	
Practicing on using officecentral	
– HRMS	
~~Being=t~~ Design new template	
Book for training using eventbrite	– GOOD
Practicing on using officecentral	(Need
– Payroll	know
Discussion with supervisor about the template	what
	All inti
	the
	Eventbri
	↓
	I will
	guide
	the rei
	✍

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Report on duty	
Checking email	
Checking on google calendar	
Breakfast	
Log in to Officecentral	
update the template design	
mindmapping module OC	
e - learning	
— CRM	
Discussion with SV about the task for next week	
e - learning	
— CRM	
— POS	
	— GOOD —

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Report on duty	
Checking email	
Checking on google calendar	
Log in Trello	
Log in e - learning	
Log in Officecentral	
Attach new template in Trello	
Trying to fill the template with HRMS module	
— configuration (setting) company business hour	
e - learning	
— procurement	
e - learning continue	
— Accounting	

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Report on duty	
checking email	
checking google calendar	
Log in Trello	If possible,
Log in OfficeCentral	just jot
Log in academy . ictforgrowth	down
e-learning	any
- finance	general
Complete the template	features /
- HRMS # add staff detail	work done
# leaves management	after log
Log in freshdesk	in to e
Log in tawk-to	system .
Answer phone call	
Answer customer question in tawk-to	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
checking email	
checking google calendar	
Log in tawk-to	
Log in freshdesk	
Log in Trello	
Log in OfficeCentral	
Log in academy . ictforgrowth	
Open user manual	
Reply chat in tawk-to	
complete the user manual	
- HRMS # attendances management	
# movement management	
# courses management	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Checking email	
checking google calendar	
Join training Officecentral	
- CRM	
- HRMS	
- Payroll	
submit user manual in Trello	
- HRMS	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Checking email	
Checking google calendar	
Join Training Officecentral	
- Payroll	
- Accounting	
- Finance	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Log in Trello	
Log in Freshdesk	
Log in Tawk.to	
Checking google calendar	
Edit user manual	
- HRMS	
Attach the user manual in Trello	
- HRMS	
Completing the other module for user manual	
- Payroll	
- CRM	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Log in Trello	
Log in Freshdesk	
Log in Tawk.to	
Checking google calendar	
edit user manual	
- HRMS	
- Payroll	
- CRM	
Attach report duty	
Sign up (template design)	
- Venngage	
- Canva	
Fotostate AssetCentral user manual 25 copies	
Stapler and tape binding the user manual	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Log in tawu.to	
Log in Freshdesk	
Log in Trello	
Checking google calendar	
Log in Officecentral	
User manual	
– Payroll	
– CRM	
Log in 2100la	
Doing slide for sales presentation competition	We will
Training using 2100la	start
Research about 2100la	go through
Read on 2100la product profile	2.tools
Learning 2100la using solution in Freshdesk	after
Study on 2100la product profile	completion
	of manuals

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Checking google calendar	
Log in 2100la	
Log in officecentral	
Log in tawu.to	
Log in helpdesk	
Log in Trello	
Read on user manual 2100la	
Training 2100la with Kak Aimie	
Solve customer problem using OC	
– phonecall from Master Expert	
×× how to print debtors statement	
Trying using 2100la	

PRACTICAL TRAINING
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
checking calendar	
Log in tawu·to	
Log in freshdesk	
Log in Trello	
Log in Office Central	
Log in 2loola	
Training 2loola	
Preparation for presentation 2loola	
Sales presentation competition	
— 2loola	
attend sales presentation competition	
— 2loola	
— Agricentral	
sharing knowledge session	
mapping customer data (officecentral)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
checking calendar	
Log in tawu·to	
Log in freshdesk	
Log in Trello	
Log in Officecentral	
Finish up user manual	
— CRM	
Answer phonecall from customer	
— Renew OC	
Answer phonecall	
— Reset password	
Answer phonecall	
— link account	
New module for user manual	
— POS	
Blackout about 1hour 30minutes	
User manual	
— POS	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
checking google calendar	
Log in Trello	
Log in Freshdesk	
Log in Tawk·to	
Log in OfficeCentral	
Preparation for training officecentral	
— as a trainer	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Checking google calendar	
Preparation office central	
Training office central	
— as a trainer	States
* Global configuration	your
* HRMS	feeling
* Payroll	and
* CRM	feedback
* POS	of being
	trainer.
	— Training
	Report

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Checking google calendar	
Log in tawk·to	
Log in freshdesk	
Log in Trello	
Log in officecentral	
Backup support team	
- Answer phonecall	
- Reply chat in tawk·to	
Completing user manual	
- POS	
Backup support team	
- Answer phonecall	
- Reply chat in tawk·to	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARK
Log in email	
checking google calendar	
Log in tawk·to	
Log in freshdesk	
Log in Trello	
Log in officecentral	
completing user manual	
- POS (mobile)	
Book for training using eventbrite	
- Nur Muhammad Corporate Services	
- 7. & 8 march 2018	
Book coaching using eventbrite	
- ABS Pest Control	
- 12 march 2018	
completing user manual	
- Finance	
completing user manual	
- POS (mobile)	
Receive task from supervisor	
- mapping (Paru Here Sdn Bhd)	
Book training using eventbrite	
- Nur Muhammad Corporate Services	
Join sales presentation	
- officecentral	
Farewell for interns	
- Nursamihah (BOD)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
Log in trello	
Log in tawk.to	
Log in officecentral	
– Park Here Sdn Bhd	
Open up excel Park Here Sdn Bhd	
Highlighted name in excel	
Mapping supplier	
– Park Here Sdn Bhd	Good
Migrate Chart of Account	and
– Revised Opening Balance Park Here Sdn Bhd	thank
Screenshot finishing task	you!!
Attach in trello	

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
AV Photoshoot	
– Company profile	
– 9.30 a.m – 11.30 a.m	
Log in email	
Checking google calendar	
Log in trello	
Log in tawk.to	
Log in freshdesk	
Log in officecentral	
Discussion with Enah (SDD) about mapping	
– Park Here Sdn Bhd	
User manual	
– POS (mobile apps)	
Assist Indon ventures	
– update roles	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
checking google calender	
Log in officecentral	
Merge account	
- Paru Here Sdn Bhd	
Log in tawk.to	
Log in trello	
Log in freshdesk	
Done merge account	
checking for mapping	
Screenshot finishing task	
Attach in trello	
User manual	
- POS (mobile apps)	
Attach user manual in Trello	
Prepare two template user manual	
- MIDA	
- HIJRAH	
Training Finegic by Haziq (SDD)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
checking google calendar	
Log in trello	
Log in tawk.to	
Log in freshdesk	
Preparation for training	
Log in officecentral	
Booking training	
- Puncak Wayangan Wemansah	
Training Finegic with Haziq (SDD)	
- Loan management	
User manual	
- Finegic (Loan management)	
Sent template to	
- Puan Nisa	
- Puan Hana	
- Puan Musalmah	
- Aiman	
User manual	
- Finegic (Loan management)	
- Configuration	
- Setting	
- Holiday	
- Loan Disbursed	
- Loan Product	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Preparation venue for training	
- AVSB Training Room	
Log in Trello	
- checking the latest task	
Log in freshdesk	
Log in tawkto	
Completing user manual	
- Finegic (Loan management)	
- Borrower	
- Agreement	Good
- Loans collection	
- Reminder	
- Report	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Log in tawkto	
- assist CSD team	
- respond chat customer	
Log in trello	
- checking on listing things todo	
Log in eventbrite	
- book coaching on 19 MARCH 2018	
* Niaunique	
Completing user manual	
- Finance	
- claims	
Answer phonecall	
Log in freshdesk	
- Create new ticket to shah (SDD)	
- Borang E in OC	
* Format Excel and PDF	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- receive invitation from Puan Nisa	
- AVSB presentation competition of 16 MARCH	
- invitation : Project Management Training by IR	
Aziz Ismail on 16 MARCH 2018 at 2.45 -	
5.00pm.	
Log in tawk.to	
- respond to chat from customer	
User manual	
- MySedeqah	
- Setting	
- Setup campaign	
- leads	
- Donors History	
- Dashboard and Report	
Log in trello	
- checking list things to do	
- get the username and password for demo account	
MySedeqah	
- Attach the complete MySedeqah user manual	
in Trello	
Log in freshdesk	GOOD
- update the open tickets to closed and	✓
resolved tickets	
Log in mysedeqah	
- Training using MySedeqah and completing user manual	

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
Log in email	
- checking inbox	
- checking google calendar	
- invitation training mysedeqah (15 MARCH)	
- invitation training with Hijrah (finegic)	
Log in Officecentral	
- add new lead and convert to account	
- add contact to account	
- merge account	
- add new account and assign to Puan Musalmah	
- add account to group MTDC	
Log in tawu.to	
- respond to customer chat	
- create pricebook	
- total sales statement	
Log in eventbrite	
- checking slot for coaching (19 MARCH)	
Log in freshdesk	
- ticket 6210 as reference to key in account	
in CRM	
Log in Paru Here OC - Salmah (Paru Here Sdn Bhd)	
- update location for current assets	GOOD

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Preparation venue for training (AVGB Training room)	
- Training Mysedeqah with Komited.	
Join training Mysedeqah	
- Komited Agency	
- Mysedeqah system	
- dashboard setting	
- setting	
- campaigns type	
- account	
- communication	
Log in freshdesk	
- close ticket paru Here	
- mapping problem	
Log in tawk.to	
- respond to customer chat (stock checking)	
Log in officecentral	
- completing and updating user manual HRMS	
- Officecentral Staffs Apps	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARK
Log in email	
- checking inbox	
- checking google calendar	
Log in trello	
- checking list things to do	
Log in tawk.to	
- respond to customer chat	
Log in officecentral staff apps	
- completing user manual	
Join Project Management training	
- By encik IR Azia Ismail	
- objective Sales and project	
- Activities / Documents for SDD Project	
- Difference between project accounting and finance accounting	
- learn about contract law	
- the changes	
- costing	
- skill	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
NOTE :—	
- Updating methods to key in Evenbrite.	
- Please prepare to become trainer and assistant trainer of systems.	
└ oc — HRMS, Payroll, CRM, POS	
└ Finexc (Assistant)	
- We will finalize several manual in the week (19/3 — 23/3)	
- Please make notes on your thought Cie :- what your have learnt) on certain work done. Pick any nature of task. Cie :- your feedback on trello, tawk to)	

PRACTICAL TRAINING LOG BOOK — UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Learn methods to key in eventbrite	
- First name • customer name	
- Last name = customer's company and	
contact number	
- email • customer email	
Note :	
Trello — By using trello , all work done become more organized .	
- In trello , we can share information about work done with others in team .	
- The work done become complete with the list things to do first before start the task.	

PRACTICAL TRAINING LOG BOOK — UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- Checking inbox	
- Checking google calendar	
Log in tawk-to	
- Respond customer chat	
- DO	
- Staff claim	
- Tax in COA	
Log in trello	
- checking list things to do	
Answer phonecall from customer	
- Key in receipt overall	
- Renew OC (NKS System)	
- Extend account for 1day (MSS Construction)	
Respond to comment Puan Musalmah on 19 March	
Log in Officecentral	
- Salmah (Parti Here)	
- Tick location in COA	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking email	
- checking google calendar	
- Reply email from Puan Musalmah cc to Puan Nisa	✓
- Attach latest user manual HRMS to Puan Musalmah	
cc Puan Nisa	✓
- Receive chat from Amir (BDD)	
- Listing name join training on 22 March	
- Rural Capital Sdn Bhd	✓
Log in tawk-to	
- Respond to customer chat	
- Renew OC	
Answer customer phonecall	
Log in trello	
- checking list things to do	
- Tick on the list done	
Log in eventbrite	
- Booking training for accounting on 22 March	
- Rural Capital Sdn Bhd	
- x Job Holding Sdn Bhd	
- Booking training on 21 March	
- x Job Holding Sdn Bhd	
Completing user manual	
- HRMS	
- Officecentral Staff (Apps for HRMS)	Good
Preparation as trainer on 21 March	
- HRMS, Payroll, CRM, POS	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Preparation for training as trainer	
Training OfficeCentral at AVSB Training Room (9 - 5 pm)	
- module requested by customer	
- HRMS	
- Payroll	
- Finance (Claims)	
- The participant arrive at 10:00 a.m	
- 1 participant from X JOB HOLDING SDN BHD.	
- Question and answer session helped by.	
Puan Musalmah (Asistant Trainer)	
- Mobile Apps	
- OfficeCentral Staff	
Get new task from Puan Nisa	
- Trainer for module Finance on 22 MARCH 2018	
- Preparation for training	

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
Preparation for training	
Training officecentral at AVSB Training Room (9 - 11 am)	
- module asked from Puan Musalmah	
- Global configuration	
- Finance	
- Participants arrive at 9.30 a.m	
- Participants from X JOB HOLDING SDN BHD	
1 person	
- Participants from RURAL CAPITAL	
6 person	
- Question and answer session	
Training Reports - 21 MARCH	
Log in email	
- checking inbox	
- checking google calendar	
- invitation for Stress Management Training	
log in tawk.to	
- Respond to customer chat	
- How to delete / edit price list	
Log in trello	
- checking list things to do	
- Tick done task	
- payroll	
- Update salary	
Completing user manual	
- Payroll	
Submit training report to Puan Musalmah	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Log in trello	
- checking list things to do	
Log in officecentral	
- completing user manual	
- Finance module	
- attach in trello	
Log in freshdesk	
- respond to ticket	
Log in tawk-to	
- respond to customer chat	
Answer phonecall from customer	
Support customer using officecentral	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking inbox	
Log in trello	
- checking list things to do	
- attach global configuration module for	
user manual	
Log in officecentral	
- completing user manual	
- Global configuration	
- Procurement	
Log in freshdesk	
- close ticket	
Log in tawk-to	
- respond to customer chat	
Answer phonecall from customer	
Assist Puan Hana on customer support	
Renew OC for client	
- Dynamic Resources	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Submit attendences	
- currently at MTDC - UPM Serdang	
- Assist Puan Musalmah on coaching	
2 companies	
- Rich A wang PLT	
- misatech PLT	
- Both companies coaching on accounting	
module	
- Rich A wang also asked about CRM module	
- misatech asued about Procurement and	
payroll module	
During the coaching the representative from MTDC	
also joined the coaching.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- Received tasu from Puan Nisa	
- Coaching Report for MTDC on 2 & 3 April	
- Report from Puan Musalmah	
- Coaching report for two days 26 / 27 March	
- Invitation for Joining coaching at MTDC	
on 2 & 3 April 2018	
Log in trello	
- Checking listing to do	
- update and attach user manual	
- Procurement module	
Log in officecentral (trial account)	
- Completing user manual	
- Accounting module	
- wizards	
- chart of Account	
- Revenue	
Log in eventbrite	
- Boou training on 5 April	
- Nicunique Holdings San Bhd	
Meeting with Puan Musalmah	
- tasu for coaching report MTDC	
- explanation about being trainer assistant for MIDA	
Log in officecentral (AVSB)	
- Submit movement on 27 march	
Answer phonecall from customer - masterexpect	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking email	
- checking google calendar	
- Received email from Puan Nisa dan Puan Hana	
regarding user manual KPI for MIDA	
Completing user manual	
- module accounting	
- Expenses	
- Assets	
- Reports	
Log in trello	
- attach user manual	
- accounting module	
Log in officecentral (AVSB)	
- submit claim for coaching MTDC 27 MARCH	
Log in officecentral (Demo Account)	
- Completing user manual	
- accounting module	
Answer phonecall from customer	
- Neostruxure System	
- Download General Ledger	
Discussion with Haziq (SDD)	
- Loan management application and system	
- Testing using Loan management apps	
- Trying print out the receipt from Loan Management apps	
Discussion with Puan Aisya , Haziq , Aqila	
- About training Hijrah on 13 April	
- As assistant trainer to Haziq (Trainer)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Discussion with Puan Nisa	
- Loan Management user manual	
- Task to train using KPI System	
- Training using KPI system	
- Discuss about the replacement leave	
Study on KPI user manual	
- from email Puan Nisa dan Puan Hana	
	Reports

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LOG BOOK
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PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Join training 10 am - 12 pm	
- ~~Agricentral by Puan Nasarudin~~	
- Agricentral by Puan Musaimah	
- Overview about Agricentral	
- Introduction	
- Home dashboard	
- setting	
- commodities	
- project	
- workers	
- consigments	
Hands on using Agricentral with Puan Musaimah	
Potluck and Birthday + Anniversary Celebration	
- Jan to March 2018	
Join Stress Management Training 3pm - 5.30pm	
- By Tuan Haji Zailan Wagimin	
- Kaunselor Berdaftar (Klinik Kaunseling Assyafi)	
- Tajuk : Aplikasi Personaliti dalam Pengurusan	
Stress	
- 3 benda utama	
* Gembira	
* Pengenalan diri	
* Komunikasi dengan betul	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Replace Aiman	
- on leave because need to work on Monday	
2 April 2018	
- Coaching	
Log in email email	
- checking inbox	
- checking google calendar	
Log in tawk.to	
- Respond customer chat	
- problem on PV	
Answer phonecall from customer	
- problem on downloading PV	
Log in freshdeck	
- create new ticket on problem downloading	
PV	
- cc to Kak Hana (CBD)	
- Assign to Shah (CDD)	
Study on KPI user manual	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Coaching MTDC	
- arrived at 8·50 a·m	
Log in officecentral (AVSB)	
- submit attendences (check in)	
- add new user to ktnb	
- submit attendences (check out)	
Log in email	
- checking inbox	
- checking google calendar	
- Receive email from Puan Hazlina (MTDC)	
- coaching schedule	
- Receive email from Puan Nisa	
- Training Evaluation Form	
Log in freshdesk	
- Receive note from Shah • ticket problem download PV	
- Note , settle and publish	
- Resolved ticket (update ticket)	
Coaching MTDC - accounting module	
- Growell VENTURE PLT (9·10am - 1pm)	
- OCTREX PLT (2·20 pm - 4pm)	
- FAMILLE LAB PLT (4pm - 6·10pm)	
Assist Puan Musalmah	
- writing coaching report	
Discussion with Puan Musalmah	
- On 3 April > preparation for MIDA , KPI System	
- On 4 April > as a trainer for internal	
SLIM staff (5 person)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- Received invitation for UAT MIDA 10 April from Aisya	
Discussion with Shah About KPI System	
login to Tester Apps	
- add information in tester apps	
- KPI system	
- module	
- overall performance	
- dashboard	
-	
Using tester apps to develop UAT to customer / user	
- add module	
- add scenario	
- add testcase	
Trying using KPI system	
Training by shah on mysedeqah system	
Create invitation in google calendar	
- Aqilah • UAT mysedeqah on 11 April	
- Shah • UAT KPI System on 9 April	
- Hazia - Training loan management on 13 April	
Log in eventbrite	
- Book for training	
- HRMS , Payroll , CRM , POS	
Received task to handle coaching on 6 April	
- mysedeqah	
- Komited	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- received invitation on UAT mida on 16 April	
- received invitation for sales presentation on	
6 April	
As a trainer	
- internal training	
- 11 clients	
- 5 (SLIM)	
- 3 (Nautical Returns sdn Bhd)	
- 1 (Camar Klasik Sdn Bhd)	
- 2 (Jajja Chinta sdn Bhd)	
- module	
- HRMS	
- Payroll	-Make
- CRM	a copy
- Pas	for your
Answer and question session	reference
Log in eventbrite	to
- book training on 5 April	University-
- Accounting and Finance module	
Log in Officecentral (AVSB)	
- generate quotation and invoice for Khai Hwat	
Log in freshdesk	
- submit quotation and invoice to Khai Hwat.	

EXTRACT NATURE OF WORK DONE	SUPERV REMA
Log in email	
- checking google calendar	
- checking inbox	
- received invitation MIDA UAT ● changed to	
10 April	
- received invitation for Solution Product Development	
on 6 April	
Preparation training room	
- AVSB	
Make report	
- Training report on 4 April	
- Coaching report on 2 April	
study on mysedeqah system	
- for coaching with Komited on	
6 April	
- preparation for mysedeqah coaching	
Coaching by Syadiq (SPD)	
- on KPI system	
- the calculation in KPI system	
Task - to join KPI system coaching by shah	
on 6 April 3pm	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in officecentral (AVSB)	
- renewal for Khai Hood (OC 1year)	
- flexi user	
- renewal for Terato Tech 2 unit	
- flexi user 1year	
Log in email	
- checking mbox	
- checking google calendar	
- update calendar to join finalize UAT MIDA	
on 9 April with SDD (Shah, Ailah, Syadiq)	
- receive email from Puan Musalmah	
- Ringkasan Coaching Report officecentral	
- Greentech PLT	
- Protech PLT	
- Safahlab PLT	
- Jastech PLT	
- receive invitation from Puan Nisa on	
- Basic Accounting Training & Understanding Financial	
statement	
- receive format for solution profile development	
Coaching Komited for mysedeqah system	
- participant arrived at 11.00 a.m	
- ended at 2pm	
- How to key in data in each of the module	Good
- focusing on types of the campaigns	
- How to link the campaigns to the website	
- update the company profile	
- requested to put pictures in website	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Discussion with shah about KPI system	
- Explanation by shah about KPI system	
- Training using KPI system	
- key in data in KPI system for UAT	
purpose	
- discussion on going to MIDA on 10 April	
for UAT	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
– checking inbox	
– checking google calendar	
– receive invitation for	
on 13 April by Encik Aziz at Training room AVSB	
Assist Shah & Aqilah (SDD) on UAT MIDA	
– Trying using all button	
– make sure the button is function	
– checking on completed UAT	
Answer phonecall	
– generate PV	
Discussion with Shah about MIDA	
Completed coaching report	
– Komited	
– mysedeqah system)	
– on 6 April 2018	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
From AVSB to KL Central . (7·30 am. – 9·00am)	
Start meeting with MIDA (9·30 a·m) Floor 30.	
– Discussion with MIDA .	
– Demo on using KPI system	
– Question and answer session	
Starting on UAT session with MIDA (11·30am) Floor 13	
– Briefly explain what is UAT by Shah (SDD)	
– Distribute the UAT document	
– UAT session (12·00pm – 4·30 p·m)	
– Administration module	
– Dashboard module	
– Question and answer question	
– collect the UAT documents	
– set on new date for meeting and UAT session 2	
– submit request on changes form	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
From AVSB to Hijrah Selangor. (9.30 am - 11 a.m)	
Discussion on UAT session	
Briefly explain what is UAT by Aqilah (SDD)	
Start the UAT session (12.30 pm - 3 pm)	
- All module in Loan Management system	
- UAT on mobile Apps .	
- Discussion about Training on 13 April (3pm - 5pm)	
- Discussion on user manual	
- Requested from client to set up tablet on	
13 April	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
From AVSB - Hijrah selangor (9-30 am - 11.00 am)	
starting discussion on training session on 13 April	
completing the user manual for mobile apps	
set up tablet for Hijrah	
install the mobile apps in the tablets.	
Print out the user manual and make a copy.	
(40 set for user manual) 8.00 pm - 9.30 pm	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
From AVSB to PPAS (7.30 am - 9.15 am)	
Set up laptop for training (9.30 am)	
Start the training session by Haziq (SDD)	
at 9.40 am (Session 1)	
- Briefly explain about the system (Loan management)	
- Explain about the mobile apps	
- Distribute the user manual	
- Haziq start on training	
- Assist Haziq on manage the step for using	
the mobile apps	
- Answer and question session	
Session 2	
- explaination the roles	
- training on using the system (Loan management)	
- Answer and question session	
- Comment and suggestion session from Hijrah	
- submitted the change request form	
- Discussion on date start using the system	
- Discussion with Hijrah about the system	
and mobile apps.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
From AVSB to Gambang , Kuantan (9.00 am -	
11.30 am)	
Join " Majlis Makan Malam Amal Menjunjung	
kasih "	
- Anjuran KOMITED malaysia	
- Merasmikan sistem (Mysedeqah)	
- Dirasmikan oleh KDYMM Pemangku Raja	
Pahang Tengku Abdullah	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Completing report	
- UAT MIDA	
- Training Hijrah	
- Lauching mysedeqah system	
- Training on 28 February	
Helping aqilah (SDD)	
- finalize UAT	
Submit report	
Log in officecentral (AVSB)	
- submit movement	
- create claim	

EXTRACT NATURE OF WORK DONE	SUPERV REMAR
Log in email	
- checking google calendar	
- checking inbox	
Log in tawu·to	
- respond to customerchat	
Answer phonecall	
Completing user manual	
- loan management apps	
- Hijrah selangor	
- 2 types of user manual	
- Pegawai Hijrah (collector)	
- Pegawai Cawangan (Admin Location)	
- Sent through email to Hijrah cc : Aisya,	
Haziq , Aqilah	
Log in freshdesk	
- Respond to ticket	
= import crm · pribooks	
Log in officecentral (AVSB)	
- impersonate customer account	
- Rich A Wang · delete pricebooks	
· delete all	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
One day BMC Training at MTDC - UPM	
8.30 am - Arrive at MTDC UPM	
9.10 am - Training start	
- By Bizcoach Din Deraman	
- BMC Training	
- Work in group accourding to	
BMC theory	
- Present by Encik Hasian & Puan	
Nisa	
2.00 pm - Lunch	
3.00 pm - Training by Ir Aaiz Ismail (CEO AUSB)	
- Work in group	
- Target sales for 2018 & 2019	
- Present by Encik Hasian, Amir,	
Shahir	
- SDD Presentation about system	
- Future enhancement	
6.30 pm - End of training day	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- Checking inbox	
- checking google calendar	
- Receive email from Puan Musalmah	
- Felcra problem	
- Sent email to Puan Nisa cc : Farhana	
- Compilation Felcra Problem from	
freshdesk	
Log in freshdesk	
- Find ticket regarding to Felcra problem	
Log in tawk.to	
- respond to customer chat	
- salary (payroll module)	
Answer phonecall	
- Neostruxtrue	
- Balancesheet not balance	
Pepare certificate for clients come for a training	
- 6 pax	
Assist Shah (SDD) to key in data in KPI system	
Receive task from Shah (SDD) to join the UAT	
session with MIDA at KL Central on 23 & 24 April	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking email	
Assist suport team	
- Answer phonecall	
- Respond chat from customer	
- Solve customer problem	
separated the data from Software Pharmacy	
- Tissu from Puan Hana	
Committee Meeting	
- Dinner on 9 May 2018	
Assist Shah on key in data in KPI system	
- Entertain MIDA representative	
come office	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
work on saturday	
Log in email	
- checking email	
- checking google calendar	
Log in tawk·to	
- Respond customer chat	
Assist and discussion with Shah about	
KPI system	
- edit data	
- Add new data	
	- entitl.
	for
	1
	replacer
	day -

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
UAT MIDA	
Arrived MIDA at 8·30 am	
UAT started at 9·30 am	
- involved about 19 persons (admin + user)	
- covered 5 modules	
- take note any changes from MIDA	
- distribute and collect the UAT document	
- ensure that all documents been signed	
by the staff	
UAT ended at 6·00 pm	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking inbox	
- receive invitation from Aisya A212 for Preparation	
HR & Payroll on 25 April	
- preparation SEDA	
- receive email from Farhana	
- Softcare Pharmacy receipt	
- receive email Puan Nisa	
- product profile solution	
Checking on Softcare Pharmacy receipt	
- comparison on AST-03	
download and import data	
- discussion with Farhana & Mazeez regarding	
Softcare Pharmacy	
Complete report	
- UAT MIDA on 23 April	
- work on Saturday (submit to Puan Hayati)	
HR Department	
Submit report	
- UAT MIDA (2 copy)	
* SDD	
* CSD	
- work on Saturday > Kak Yati	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
HRMS & Payroll walktrough (SEDA) (10 am - 1pm)	
- new function	
- requested by SEDA	
- with Mazees & Aliah (SDD)	
- answer and question session	
Log in email	
- checking inbox	
- checking google calendar	
- add new activity in calendar	
- 26 April	
- walkthrough HRMS & Payroll with Aliah (SDD)	
for user manual	
Log in freshdesk	
- close ticket	
Go to BQR (3.30 - 6pm)	
- preparation place for dinner on 4 May	
- see the decoration in the hall	
- looking and survey for the decoration	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
HRMS & Payroll Walktrough (SEDA) 9.30 am - 1pm	
- with Aliah (SDD)	
- for updating user manual	
- discussion on new function	
Log in email	
- checking inbox	
- checking google calendar	
Update ticket with Aqilah (SDD)	
- about customer problem	
- solving customer problem	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Learning office central India . 9.30 am - 12pm.	
- presented by Puan Musalmah	
- Accounting module	
- GST	
- type of GST use in India	
meeting for dinner on 4 may 2018	
assign to support	
- answer phonecall s COA	
Login tawk.to	
- respond chat about how to submit GST	
Preparation for dinner on 4 may 2018	
Discussion with Shah about SEDA	
- training on 2 may 2018	
Log in email	
- Checking google calender	
- checking inbox	
- Receive email from Puan Nisa about exchange	
supervisor	
Farewell for	
- Puan Musalmah	
- Nor Farhan (SLIM)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Log in tawk.to	
Log in freshdesk	
Setup decoration for dinner on 4 May 2018	
- Bar	
Preparation decoration for dinner	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- receive email from Aisya Aziz	
- the progress preparation for SEDA	
Log in Trello	
- checking lists thing to do	
- receive comment from Kak Sai	
- completing user manual	
Walkthrough HRMS & Payroll (SEDA)	
- with Shah	
- trying using the new function	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Check in - half -day (12pm - 6pm)	
Walkthrough HRMS & Payroll for new function	
- SEDA	
- with Shah	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Final walktrough HRMS & Payroll & Finance (7am - 1pm)	
- new function	
- for SEDA	
- with Akah, Mazeez, Aisya & Shah	
- completing user manual OC for SEDA	
- key in new function into test case	
(tester apps)	
- HRMS = overtimes, travelling	
- Payroll = KWAP, PCB (calculation)	
Salary statement	
- Finance = claim	
Going SEDA for presentation / coaching new	
function (2pm - 6pm)	
- with Shah, Aiman	
- discussion new function	
- requested for changes	
	𝒳 (signature)

EXTRACT NATURE OF WORK DONE	SUPERVI REMAR
Log in email	
- checking email	
- checking google calendar	
- recene email cancelation team building on 4 may	If poss
Completing report	please
- coaching SEDA	p?un
- work on 1 may	report
Submit report	work
- Puan Nisa (supervisor)	and a
- Shah (SDO)	deum
- Kak Yati (management)	heve
Log in officecentral (AYSB)	
- apply leaves on 8 & 10 may	
- checking company and user through VA	
Discussion with Shah	
- about SEDA	
Log in freshdesk	
- update ticuet	
# renewal officecentral	MS4
# closed / open	
Preparation for dinner on 4 may	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
Assist in customer support	
- answer phonecall	
Meeting for annual dinner (11.00am - 1pm)	
- discussion for tentative	
- finalize the tentative	
Going to BQR (1pm - 5.30pm)	
- setup preparation for dinner	
Dinner (7pm - 12am)	
- Guest	Please add
* AVSB staff	info on your
* Shareholder	responsibility
* Dealer	for dinner.
	MBS

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking inbox	
Log in talou·to	
- entertain chat from customer	
* Azzah (Jasin Hotspring Marketing & Services)	
* How to use the mobile apps (POS)	
Answer phonecall	
- extend account (QBER MANAGEMENT SDN.BHD)	
* trial to active (waiting for payment)	
- search the customer invoice (COMFORT AUTO)	
* impersonate the account	
Leave early at 5pm	
	MBS

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
On leave 8 May - apply for leave	
9 May - Election Day	
10 / 11 May - Public Holiday	
Log in email	
- checking inbox	
- checking google calendar	
- receive email from Puan Nisa	
* mysedeqah tasu	
- receive email from Aisya (SDD)	
* training with MIDA on 23, 24 & 25	
May	
Receive call from customer	
- Comfort Auto	
* Redundant supplier in CoA.	
Discussion with Puan Nisa regarding user manual	
Completing user manual	
- mysedeqah	
- add for edit, delete function in usermanual	
	𝓝

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
Log in email	
- checking google calendar	
- checking inbox	
- receive email from puan Nisa	
* new office hour for Ramadhan	
and after ramadhan	
Ramadhan : 8:30am - 5pm	
After Ramadhan (CSD) : 8am - 6pm	
- invitation for completing the documentation for	
KPI system	
- invitation for rehearsal (KPI system) with	
Puan Nisa	
Log in freshdesk	
- update and closed for renewal officecentral	
: 112 tickets	
Log in Officecentral (AVSB)	
- checking the company that receive the ticket	
for renewal	
Discussion with team about the latest tasu given by	𝓶
Puan Nisa	
- dateline for each member in completing the system	
documentations	
Received new tasu from Puan Nisa	
- completing user manual for KPI system	
- Hands out for KPI system	
- Slide presentation for KPI system	
- As trainer for MIDA KPI system on	
23, 24, 25 May 2018	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Completing user manual	
- mysedeqah	
- updating the edit and delete function in	
user manual	
Joined training for KPI system	
Trainer : shah (SDD)	
Learnt about 2 modules : Administration and	
Configuration	

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
Checking email	
checking google calendar	
Discussion with Nik about the KPI system	
- go through the KPI system	
- go through the user manual	
Receive explaination from shah about the KPI system	
- assist on how to use the system	
Start on making the slide presentation	
- 2pm - 6 pm	
- Administration module	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking email	
- checking google calendar	
Log in freshdesk	
- update and close renewal ticket	
- 12 ticket	
* No respond within 24 hours	
Joined training	
- Online training with CSD	
- 9.00 am until 1.00 pm	
- Discussion with group	
- How to improve training (AVSB)	
- Set 3 goals learnt the train the	
trainers	
- Discussion and list out 'what makes	
a good trainer'	
- How to build rapport with the trainee	
Start on completing slides presentation (3pm - 6pm)	
- Add new slide for administration function	
- Start on new module	
- configuration module	
Received email from Puan Nisa	
- on completing the homework given use the	
workbook 'Train the trainer'	

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
Ramadhan office hour = 8.30 am - 6pm	
Rehearsal on presentation (KPI system)	
- 8.30 preparation	
- 9.00 start on presentation	
* audience : Kak Hana , Qilah , Nik	
- Training ends at 1pm	
Discussion with Kak Hana about improve training ...	
Editing the slides	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Half day leave 8·30 am - 2·30pm	
Log in email	
- checking inbox	
- checking google calendar	
- Received email about cancellation Training MIDA	
on 22, 23, 24 May	
- Received new invitation training MIDA on. 4, 5, 6.	
June	
Checking on updating user manual	
- KPI system	
Joined voice @ ventures 3·30 - 4·30pm	*signature*
· Faisal >	← Please also
- ▲ Zulaiha > marketing = why customer buy ?	Include
Joined team buildings	their
- HR Team	topic.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
Complete the homework	
- Train the trainer	
Answer phonecall	
- Nur Muhammad	
- Cash flow	*signature*
- Sort by date / transaction	
Updating user manual	
- KPI system	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1 - day 'Train the Trainer' training	
summary for from the last training session	
start with new chapter	
: understand trainee (step , talk , research , create)	
learner	
: how to use the visual aids well : using of	
board , stickies , slide	
: knowing about six questioning techniques	
- suitable to use (when) , example ,	
definition	
: using the verbal and non - verbal communication	
- communication percentage large on	
body language and facial expression	
: step on how to answer the question well	
- question from trainee	
- dealing with challenging question	
- question not to answer in class / during	
training	
: set appropriate pace	
- how to handle slow learner	
: Determine if the trainee GOT IT	
: example of the checklist	
: close well	
- oral review	
- example question for oral review	
: Prepare well	
: example of checklist	
During each of the sub chapter , we having the discussion	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking inbox	
- receive email from Puan Nisa	
* Deadline for video tutorials and helpcenter on	
1 June	
* Training sharing (KPI system) as trainer	
- internal training	
- on 25 May	
- receive email from kak Aisya	
* invitation for training MIDA on	
7 June - Admin	
11 June - staff	
* KL Central , 9am - 5pm	
* Plans for training to Anis (MIDA) cc : to me.	
- sent slide presentation (KPI system) through	
email to Puan Nisa	
Completing the slide with new format	
* based on learnt from training 'train the	
trainers'	
Completing the KPI system course outline	
Completing the KPI system training handout	
Discussion with Nik & Shahir regarding	
- the format to how to	
: complete the training handout	
: complete the trainer's manual	
Discussion with kak Aisya	
: date for training KPI MIDA	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
: suggestion date from MIDA on 4,5,6	
changed to 5,6,7 because 4 June	
for FAT session , 11 June for staff	
: suggestion for ventures is on 7 June	
from 9am - 5pm and 11 June, 9am - 5pm	
: 7 June focus for admin	
: 11 June focus for staff	
Discussion with Aqilah (SDD)	
- update user manual 'Loan Management'	
# new function requested by HIJRAH	
Discussion with Shah and Faiz (SDD)	
- regarding KPI system	
- function deactivate in submodule staff	
- editing function in administration	
- function external 10	
Sign up for new account (KPI system)	
- use for internal training on 25 may	
- completing key in data in administration	
module	
: company profile : add new staff	
: logo : manage staff	
: email setting role	
: KPI calculation method	
- completing key in data in configuration module	
: create the evaluation period	
: add new threshold & level	
: add new scorecard	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- receive email from kak Hana	
* link to register OC Transition from 6% - 0%	
Log in trello	
- submit training course outline	
- submit training handout	
Log in KPI system	
- key in data in configuration module (admin)	
* add new contribution	
- overall performance	
* process, unprocess, reprocess button	
- Log in as staff to submit KPI measurement	
as supervisor & supervisee	
- submit KPI measurement , update KPI	
measurement for supervisor & supervisee	
- Admin play the process button	
- Unfinalized and allow button for staff update	
KPI	
- Dashboard view	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Half - day internal training (9am - 1pm)	
- KPI System	
- as a trainer for KPI system	
- Training = admin & staff role	
- Administration module	
- Configuration module	
- overall performance module	
- To do module	
- Activity in group (3 person)	
* admin	
* supervisor	
* supervisee	
Submit training evaluation form to trainee to complete	
Join short training (2.30 - 3.00pm)	
' GST Transition from 6% to 0%	
- training by Hafizah (CSD)	
Sharing knowledge session (3.00 - 4.30 pm)	
- Kem Ibadah Musafir by E2 Group	
- Maksud musafir	
- syarat musafir	
- tempoh masa musafir	
Farewell (4.30 - 5pm)	
- Azizan (SDD)	
Log in OC (AVSB)	
- submit leave for Hari Raya	
- 14 June, 19 June & 20 June	
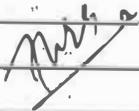
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- sent email to Puan Nisa	
> requested by Puan Nisa - meeting request (report)	
Assign in customer support	
Log in freshdesk	
- update note	
- closed chat transcript ticket	
Log in tawu-to	
Customer name : fahang	
Asked about : accounting, finance & procurement module	
customer name : angie	
asked about : Bank reconcialiation	
customer name : nisa	
asked about : import contact book (CRM)	
Updating new function requested by HIJRAH	
- update user manual	
- re-print receipt	
- add approve / reject button in view page	
for bank in reconciliation	
Complete report training on 15 May	
- KPI system	

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PRACTICAL TRAINING
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
29 May - Public Holiday (Wesak Day)	
Log in email	
- checking google calendar	
- checking inbox	
- receive invitation from Uqbah : Voice @ ventures	
at 1 June 2018	
Assist in support	
- closed ticket (freshdesk)	
: add note	
: update	
Assist user in download GL (freshdesk)	
: Ibrahim Mian San Bhd	
: excel format	
Discussion with Kak Aisya (SDO)	
: Training MIDA	
: confirmation date for training	
Adimin : 7 June (.✓)	
Staff : 8 June (new date)	
Half user : 16 / 17 user	
: 25 June (new date)	
Another half : 16 / 17 user	
Completing user manual (KPI system)	
: Admin veiw	
: 8 module	
: Completing	
: Administration module	

EXTRACT NATURE OF WORK DONE	SUPERVIS REMARK
Log in email	
- checking google calendar	
- checking inbox	
- receive email from Shah	
: Excel format GL requested by	
Ibrahim Mian San Bhd (1/1/18 - 30/4/18)	
1. Bank Account	
- receive blast email from Encik Aziz (CEO)	
: UAT presentation implementation (PDF)	
- receive email from Kak Hana	
: Template import lead	
Log in freshdesk	
- Reply Ibrahim Mian San Bhd ticket	
: Download GL	
: Requested 8 types of GL	
: Completed download and submit to clients	
Completing user manual (KPI system)	
: Admin View	
: configuration module	
: Overall Performance module	
Received task from Shah	
: To join the UAT & FAT session	
: For MIDA	
: On 4 & 5 June 2018	
Training Sharing Knowledge with (3.30 pm - 5pm)	
: Hafizah , Nik , Kak Hana	
: Discussion about each system (DOC , Asset , KPI)	
: Activity (handout)	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- Received email from kak Hana	
: Preparation for Team Building (CBD)	
- Received email from Shah	
: To print out UAT Document for MIDA	
Join Asset Central training (9-1pm)	
by : Nik (CBD)	
: Internal training	
Updating user manual (KPI MIDA)	
Administration module	
: Audit Logs	
Log in trello	
: upload KPI System user manual	
: KPI Admin User	
Join voice @ ventures (3pm - 4.20pm)	
uqbah :	
Fakhrul :	
Team Building Activity	
CBD : Tour guide	
Divide into 4 groups, 1 person become.	
Tour guide for each of group	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- download UAT Document received from Shah	
- add new activity to calender	
: 4 / 5 June	
: Join Shah for FAT session (MIDA)	
for admin and UAT session (STAFF)	
: 8 June	
: new date for training MIDA (staff)	
invited Nik.	
Log in freshdesk	
- update ticket	
: closed ticket	
Answer phonecall	
customer : Percetakan Misbah	
Problem : how to implement GST 0%	
Preparation for FAT MIDA	
: preparation for documentation	
: 10 set	
: organized in files	
Completing user manual KPI system	
: User (staff view)	
: TO DO module	

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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
FAT MIDA (ADMIN)	
- Training 11 am - 4pm	
- 11 paxs of MIDA staffs : HR Department &	
IT Department	
- Assist Shahizzudin for FAT	
- At MIDA training room level 13	
- Covered for 3 modules	
: Administration	
: Overall Performance	
: My Profile	
- Take notes for bugs and changes	
request by MIDA	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
UAT MIDA (STAFF)	
- Training 9 am - 4pm	
- 9 paxs of MIDA staffs	
- At MIDA training room level 13	
- Covered 3 modules	
: To Do	
: My Performance	
: Dashboard	
#FAT MIDA (ADMIN)	
- Assist Ak Anis & Puan Ida (MIDA)	
for completing	
: Configuration module	
- Take notes for changes	
Discussion to postpone the training.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- received email from Puan Nisa regarding new	
schedule for coaching (provide 1.5 hours)	
for each company	
- received email from Puan Nisa	
* scheduled 8 - 9 am support CBD	
Listing for KPI changes (4/5 June)	
- Discussion with Shah about changes	
Scan for documentation	
- KPI FAT document 2 set	
Completing FAT report	
- to CBD file (format)	
- 4/5 June	
Log in freshdesk	
- update ticket	
- closed ticket	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking email	
- checking google calendar	
Log in freshdesk	
- update ticket	
- closed & resolved ticket	
Discussion with Shah about changes	
- KPI system	
Discussion in group	
- with Kak Atsya, Faiz, Shah, Syadiq,	
- regarding the KPI changes	
- request by MIDA	
Log in trello (SDD)	
- key in the improvement / changes	
- KPI system	
- Go through the changes request	
- the required > put in trello (SDD)	
- modules.	
* dashboard	
* my profile	
* administration	
* overall performance	
Log in OC (AVSB)	
- submit leave on 20 June	
- cuti Raya	
- use the replacement leave	
Scan, Fotostate and print document	
- regarding KPI system	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in freshdesk	
- submit new ticket	𝓜𝓻𝓪
- regarding to add new csv.file	
into statutory report for EPF	
- feature request	
- Request by ~~Johor~~ Comfort Auto Restorer	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking inbox	𝓜𝓾𝓼
- received email from fakhrul → booking training	
Log in trello (SDD)	
- key in changes / improvement	
- KPI system	
- modules	
- To do	
- My Performance	
submit report to sign	
- Shah (SDD)	
- Puan Nisa (CSD/COO)	
Discussion with shah regarding	
- KPI system changes	
Join voice @ ventures (3.00pm - 4.30pm)	
Jasmine ;	
Hafizah ;	
Join raya pre-speech	
- by Encik Aziz	
Farewell (intern)	
- zulaiha	
- Faisal	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
work on saturday	
Log in email	
.- checking inbox	
Log in freshdesk	
- checking ticket	
Try out using Ezvid	
- video recording	
- learnt from YouTube	
- try record video	
Completing script for video tutorial	
- KPI system	
- module	
: administration	
: configuration	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking google inbox	
Log in freshdesk	
- checking ticket	
- closed ticket	
completing script for video tutorial	
- KPI system	
Discussion with Shah	
- KPI system	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
On leave (replacement leave)	
* from 13 June - 20 June	
Log in email	
- checking inbox	
- checking google calendar	
- receive email from Puan Nisa	
* customer success improvement	
(company site visit)	
* agenda CSD meeting 21/6/2018	
Discussion with Shah	
- KPI system changes	
Log in KPI system	
- checking on latest update	
- administration module	
- my profile	
Discussion with Nik	
- KPI system	
- knowledge sharing	
meeting with team (CSD)	
- improvement SOP in CSD	
Farewell for	
- Farah (BDD)	
- Fakhrul (BDD)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking google calendar	
- checking inbox	
Update the KPI progress	
- check on all 'advanced filter'	
function in each module	
- check on all 'report'	
function in each module	
Log in trello (SDD)	
- update report bugs	
- job classification did not filter	
- for each and every module	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
– checking google calendar	
– checking inbox	
– receive email from Puan Nisa	
– Scheduled 8-9am support CSD Department	
– 10x strategy	
– Mimie's Internship Completion and Handover	
– receive email from Nik	
– list staff (Neu Dimension)	
– sent email	
– to Nik	
– List staff (Neu Dimension)	
– List of supervisor	
Log in officecentral	
– Neu Dimension	
– to set staff approver	
– 289 staffs	
Log in KPI system	
– update new progress for KPI	
List out 25 supervisor	
– Neu Dimension	
Assign in support channel	
– phonecall from	
Uniclean Resources Malaysia Sdn Bhd	
Puan Hazira	
Tax invoice > Invoice	
Log in freshdesk	
– create new ticket regarding issue Uniclean Resources	

EXTRACT NATURE OF WORK DONE	SUPERV REMAI
Log in email	
– checking inbox	
– checking google calendar	
Log in freshdesk	
– update ticket to resolve or closed (Unikleen Resources)	
Assign in support	
– update with client	
* Unikleen Resources	
* How to change Tax Invoices –> Invoices	
KPI system	
– Discussion with Shah about the request (CMIDA)	
– Re-test all module in KPI system	
Log in Trello (SDD)	
– update the bugs (KPI) by module in SDD trello	
Weekly CSD meeting (5pm-6pm)	
– update task	
– task to work on Thursday (8-9) in support	
– Discussion with team members regarding the hand over	
– new task : article in freshdesk (KPI)	
Discussion with Puan Hayati (HR)	
– regarding the attendances	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
- checking inbox	
- checking google calendar	
- receive email from Kak Hana	
- changes on person in charge for maintenance	
- sent email to Shah	
- report SEDA on 2 may	
Assign in support	
Log in tawk-to	
- respond customer chat	
- Olin Beauty Sdn Bhd	
- Regarding on how to make the quotation	
Log in freshdesk	
- create an articles (KPI system)	
- administration module	
- configuration module	
- overall performance module	
- to do module	
- my performance module	
- dashboard	
- my profile module	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Assign to support team	
New working hours 8 - 6 pm	
Log in freshdesk	
- submit invoice / receipt for renewal officecentral	
- Dynamic Resources (All-in-one) 6 months	
- update ticket to resolved	
- problem 'process gaji' (Agricentral) (Felcra Agro)	
- settle (ticket resolved)	
- chat through whatsapps	
- how to chang to desktop view	
- give link for their access	
- Assign and note to shah	
- view OC (Koputra) Add adjustment > bulk	
- problem	
- ~~error~~ Sinarseredah	
- general ledger 2017 (did not balance)	
- note to shah	
- reply ticuet to koputra	
- regarding problem adjustment add bulk	
- Felcra Agro	
- problem log in to system	
Answer phonecall	
- Encik Najmi (Minda Tech)	
- Problem log'in	
- Puan Jannah (Felcra Agro)	
- Problem log in to Agricentral	
- Puan Hayati (Dynamic Resources)	
- Process salary slip	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Puan Ana (Dynamic Resources)	
- Subscription OC 6 months	
- Puan Nazariah (Gurkirpa Enterprise)	
- Download GL from 1 Jan 2017 - 31 Dec 2017	
- PDF format	
H create tickel to Shah to download	
GL (current asset) from Jan - Dec 2017	
whatsapps	
-with En Iman	
- regarding log in to Agricentral	
- user cannot be found	
- process earning (how to do) (salary)	
Agricentral	
- How to delete the stock (inventory)	
Log in tawk. to	
- Entertain customer chat	
Customer : Mariana (XJOB)	
Problem : Invoice in CRM & Accounting	
Customer : En Afiq	
Problem : How to use the desktop view	
Customer : Encik Nazrul	
Problem : OC tak deduct unpaid leave	
Log in email	
checking inbox	
checking google calendar	
receive email from Puan Nisa	
- officecentral improvement	
- new infographic	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in trello	
- update BDD trello	
- regarding KPI system	
- configuration module	
- overall performance module	
Discussion with Shah	
- regarding KPI changes system request	
Discussion with Kak Aisya	
- regarding Agricentral problem	
- regarding hand over BDD	
Discussion with Nik (CCSD)	
- regarding KPI system	
- updated user manual & slide presentation	
- hand over KPI system	
- training to Nik (KPI system)	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Log in email	
checking email (inbox)	
checking google calendar	
Log in freshdesk	
checking ticket	
update ticket > closed	
Log in trello	
update comment on trello	
~ my kpi	
~ my sedeqah	
Hand over in cso team	
kpi > Nik	
mysedeqah > Hafizah	
keys , book > Farhana	
Jamuan Raya AVSB	
Farewell Mimie	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

PICTURES

Figure 45 : CEO's Room

Figure 46 : Customer

Success Department

Figure 47 : Business

Development Department

Figure 48 : Software

Development Department

Figure 49 : The staff in Authentic Venture Sdn Bhd

OTHER

DOCUMENTS

FAKULTI PENGURUSAN MAKLUMAT
Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang,
Kelantan Darul Naim
Tel: 09-9762000
Fax: 09-9762156 (HEA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : ENGKU SHAMIMIE SYAHIRA BT ENGKU KAMARUDDIN No. Matrik : 2015182131

No. I/C : ****** -06 -**** No. Telefon : 014 846 ****

Nama / Alamat Organisasi : AUTHENTIC VENTURE SDN BHD

Nama Penyelia : SM MUSALMAH BINTI JAMIL

Bulan /Tahun : FEBRUARY 2018

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1 FEBRUARY	9.00 am	6.00 pm	
2 FEBRUARY	9.00 am	6.00 pm	
5 FEBRUARY	9.00 am	6.00 pm	
6 FEBRUARY	9.00 am	6.00 pm	
7 FEBRUARY	9.00 am	6.00 pm	
8 FEBRUARY	9.00 am	6.00 pm	
9 FEBRUARY	9.00 a.m	6.00 pm	
12 FEBRUARY	9.00 a.m	6.00 pm	
13 FEBRUARY	9.00 a.m	6.00 pm	
14 FEBRUARY	9.00 a.m	6.00 pm	
15 FEBRUARY	9.00 a.m	5.00 p.m	
19 FEBRUARY	9.00 a.m	6.00 p.m	
20 FEBRUARY	9.00 a.m	6.00 p.m	
21 FEBRUARY	9.00 a.m	6.00 p.m	
22 FEBRUARY	9.00 a.m	6.00 p.m	
23 FEBRUARY	9.00 a.m	6.00 p.m	
26 FEBRUARY	9.00 a.m	6.00 p.m	
27 FEBRUARY	9.00 a.m	5.00 pm	
28 FEBRUARY	9.00 a.m	6.00pm	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 5 MARCH 2018

Tandatangan Penyelia : _____ Tarikh : _____

No.	User ID	Name	Weekday	Date	In	Out	Total Working Hours
1	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Wednesday	2/7/2018		18:09:00	0
2	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Thursday	2/8/2018	8:42:08	18:05:08	9.38
3	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Friday	2/9/2018	8:44:45	18:06:23	9.36
4	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Monday	2/12/2018	8:47:52	18:08:01	9.34
5	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Tuesday	2/13/2018	8:44:33	18:06:19	9.36
6	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Wednesday	2/14/2018	8:40:54	18:07:07	9.44
7	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Thursday	2/15/2018	8:22:15	17:01:07	8.65
8	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Monday	2/19/2018	8:51:18	18:09:50	9.31
9	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Tuesday	2/20/2018	8:46:08	18:14:18	9.47
10	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Wednesday	2/21/2018	8:48:41	18:11:01	9.37
11	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Thursday	2/22/2018	8:43:07	18:07:53	9.41
12	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Friday	2/23/2018	8:37:30	18:36:12	9.98
13	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Monday	2/26/2018	8:37:58	18:04:42	9.45
14	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Tuesday	2/27/2018	8:40:12		0
15	9184	Engku Shamimie Syahira Binti Engku Kamaruddin	Wednesday	2/28/2018	8:23:32	18:06:52	9.72

MIMIE

				DATE	IN	OUT
1	9184	Engku Shamimie Syahira	Tuesday	27-02-18	8:40:12	
2	9184	Engku Shamimie Syahira	Wednesday	28-02-18	8:23:32	18:06:52
3	9184	Engku Shamimie Syahira	Thursday	01-03-18	8:27:07	18:11:24
4	9184	Engku Shamimie Syahira	Friday	02-03-18	8:18:19	18:42:39
5	9184	Engku Shamimie Syahira	Saturday	03-03-18	8:51:58	18:01:40
6	9184	Engku Shamimie Syahira	Monday	05-03-18	8:39:07	18:22:40
7	9184	Engku Shamimie Syahira	Tuesday	06-03-18	8:39:47	18:18:47
8	9184	Engku Shamimie Syahira	Wednesday	07-03-18	8:39:31	19:00:38
9	9184	Engku Shamimie Syahira	Thursday	08-03-18	8:38:38	19:50:15
10	9184	Engku Shamimie Syahira	Friday	09-03-18 UPL		
11	9184	Engku Shamimie Syahira	Monday	12-03-18	8:51:54	18:17:58
12	9184	Engku Shamimie Syahira	Tuesday	13-03-18	8:39:09	18:08:09
13	9184	Engku Shamimie Syahira	Wednesday	14-03-18	8:51:21	18:08:40
14	9184	Engku Shamimie Syahira	Thursday	15-03-18	8:47:03	18:10:40
15	9184	Engku Shamimie Syahira	Friday	16-03-18	8:36:09	17:21:12
16	9184	Engku Shamimie Syahira	Monday	19-03-18	8:50:18	18:15:45
17	9184	Engku Shamimie Syahira	Tuesday	20-03-18	8:48:12	18:21:43
18	9184	Engku Shamimie Syahira	Wednesday	21-03-18	8:41:09	18:15:18
19	9184	Engku Shamimie Syahira	Thursday	22-03-18	8:38:56	18:09:09
20	9184	Engku Shamimie Syahira	Friday	23-03-18	8:40:38	19:13:40
21	9184	Engku Shamimie Syahira	Monday	26-03-18	8:38:20	18:09:59

Total Late Minutes:	0
Total Late Minutes allowed replacement: (up to 3 days + special case)	0
Replaced:	371
Total Late:	0
Total Late Minutes in days:	0
UPL days:	1
TOTAL:	1

MIMIE

					DATE	IN	OUT
1	9184	Engku Shamimie Syahira	Tuesday	27-03-18	Coaching		
2	9184	Engku Shamimie Syahira	Wednesday	28-03-18	8:35:55	18:15:41
3	9184	Engku Shamimie Syahira	Thursday	29-03-18	8:39:35	18:09:10
4	9184	Engku Shamimie Syahira	Friday	30-03-18	8:39:40	18:28:33
5	9184	Engku Shamimie Syahira	Saturday	31-03-18	8:58:07	18:07:28
6	9184	Engku Shamimie Syahira	Monday	02-04-18	Coaching		
7	9184	Engku Shamimie Syahira	Tuesday	03-04-18	8:47:02	18:52:14
8	9184	Engku Shamimie Syahira	Wednesday	04-04-18	9:00:42	18:26:10
9	9184	Engku Shamimie Syahira	Thursday	05-04-18	8:39:53	18:38:59
10	9184	Engku Shamimie Syahira	Friday	06-04-18	8:42:27	18:18:54
11	9184	Engku Shamimie Syahira	Monday	09-04-18	8:33:06	18:09:26
12	9184	Engku Shamimie Syahira	Tuesday	10-04-18	MIDA		
13	9184	Engku Shamimie Syahira	Wednesday	11-04-18	8:50:10	18:05:06
14	9184	Engku Shamimie Syahira	Thursday	12-04-18	8:40:42	19:50:10
15	9184	Engku Shamimie Syahira	Friday	13-04-18	Hijrah		
16	9184	Engku Shamimie Syahira	Monday	16-04-18	8:51:25	18:04:53
17	9184	Engku Shamimie Syahira	Tuesday	17-04-18	8:50:22	18:06:55
18	9184	Engku Shamimie Syahira	Wednesday	18-04-18	Training		
19	9184	Engku Shamimie Syahira	Thursday	19-04-18	8:47:43	18:12:15
20	9184	Engku Shamimie Syahira	Friday	20-04-18	8:29:16	18:47:38
21	9184	Engku Shamimie Syahira	Saturday	21-04-18	8:57:48	18:04:12
22	9184	Engku Shamimie Syahira	Monday	23-04-18	MIDA		
23	9184	Engku Shamimie Syahira	Tuesday	24-04-18	8:46:31	18:18:33
24	9184	Engku Shamimie Syahira	Wednesday	25-04-18	8:49:54	18:14:29
25	9184	Engku Shamimie Syahira	Thursday	26-04-18	8:35:25	18:14:06

Total Late Minutes:	0
Total Late Minutes allowed replacement: (up to 3 days + special case)	0
Replaced:	436
Total Late:	0
Total Late Minutes in days:	0
UPL days:	0
TOTAL:	0

MIMIE

				DATE	IN	OUT
1	9184	Engku Shamimie Syahira	Friday	27-04-18	8:32:23	19:09:18
2	9184	Engku Shamimie Syahira	Saturday	28-04-18	9:35:34	
3	9184	Engku Shamimie Syahira	Monday	30-04-18	8:44:42	18:41:58
4	9184	Engku Shamimie Syahira	Tuesday	01-05-18	13:29:44	
5	9184	Engku Shamimie Syahira	Wednesday	02-05-18	SEDA Coaching	
6	9184	Engku Shamimie Syahira	Thursday	03-05-18	8:36:42	18:20:10
7	9184	Engku Shamimie Syahira	Friday	04-05-18	8:38:56	
8	9184	Engku Shamimie Syahira	Saturday	05-05-18	9:10:00	17:06:17
9	9184	Engku Shamimie Syahira	Saturday	12-05-18	9:09:03	18:29:50
10	9184	Engku Shamimie Syahira	Monday	14-05-18	8:52:02	18:24:18
11	9184	Engku Shamimie Syahira	Tuesday	15-05-18	8:45:16	18:10:42
12	9184	Engku Shamimie Syahira	Wednesday	16-05-18	8:45:43	18:05:30
13	9184	Engku Shamimie Syahira	Thursday	17-05-18	8:28:29	17:05:34
14	9184	Engku Shamimie Syahira	Friday	18-05-18	13:41:47	17:04:43
15	9184	Engku Shamimie Syahira	Saturday	19-05-18	8:25:26	17:58:48
16	9184	Engku Shamimie Syahira	Tuesday	22-05-18	No internet	17:03:30
17	9184	Engku Shamimie Syahira	Wednesday	23-05-18	8:24:49	17:04:29
18	9184	Engku Shamimie Syahira	Thursday	24-05-18	8:16:36	17:08:55
19	9184	Engku Shamimie Syahira	Friday	25-05-18	8:23:03	17:17:05
20	9184	Engku Shamimie Syahira	Saturday	26-05-18	8:27:52	17:21:49

Total Late Minutes:	54
Total Late Minutes allowed replacement: (up to 3 days + special case)	54
Replaced:	318
Total Late:	0
Total Late Minutes in days:	0
UPL days:	0
TOTAL:	0

MIMIE

			DATE	IN	OUT
1	9184 Engku Shamimie Syahira	Wednesday	30-05-18	11:26:42	17:06:06
2	9184 Engku Shamimie Syahira	Thursday	31-05-18	8:31:44	17:14:31
3	9184 Engku Shamimie Syahira	Friday	01-06-18	8:23:43	17:05:33
4	9184 Engku Shamimie Syahira	Saturday	02-06-18	8:26:36	17:55:59
5	9184 Engku Shamimie Syahira	Monday	04-06-18	8:28:56	
6	9184 Engku Shamimie Syahira	Tuesday	05-06-18 MIDA		
7	9184 Engku Shamimie Syahira	Wednesday	06-06-18	8:32:52	17:04:06
8	9184 Engku Shamimie Syahira	Thursday	07-06-18	8:24:26	17:20:44
9	9184 Engku Shamimie Syahira	Friday	08-06-18	8:08:42	17:39:32
10	9184 Engku Shamimie Syahira	Saturday	09-06-18	8:04:28	17:31:09
11	9184 Engku Shamimie Syahira	Tuesday	12-06-18	8:35:17	17:00:24
12	9184 Engku Shamimie Syahira	Wednesday	13-06-18 RPL		
13	9184 Engku Shamimie Syahira	Thursday	14-06-18 RPL		
14	9184 Engku Shamimie Syahira	Friday	19-06-18 RPL		
15	9184 Engku Shamimie Syahira	Wednesday	20-06-18 RPL		
16	9184 Engku Shamimie Syahira	Thursday	21-06-18	9:06:52	18:26:37
17	9184 Engku Shamimie Syahira	Friday	22-06-18		18:00:13
18	9184 Engku Shamimie Syahira	Monday	25-06-18	8:34:40	18:01:11
19	9184 Engku Shamimie Syahira	Tuesday	26-06-18	8:54:15	

Total Late Minutes:	14
Total Late Minutes allowed replacement: (up to 3 days + special case)	14
Replaced:	201
Total Late:	0
Total Late Minutes in days:	0
UPL days:	0
TOTAL:	0

UAT MEETING REPORT FOR KPI SYSTEM

5 June, 2018

Date:	5 June 2018
Time:	9.00 am – 4.00 pm
Venue:	Level 13, MIDA
Training Title:	Final Acceptance Test (FAT) MIDA
Trainer:	Muhammad Shahizzudin bin Mohd Radzif
Assistant Trainer:	Engku Shamimie Syahira binti Engku Kamaruddin

REPORTS

The following is the report on invitations and attendance:

Total Number of Participants Attended:	7

COMPANIES DETAILS

The following is the list of companies that have attended:

No.	Company Name	Industry	No. of Pax
1.	Malaysia Investment Development Authority (MIDA)	Manufacturing & Services	7

Total participants: 7pax

UAT SESSION ATTENDANCE ANALYSIS

The following is the list of attended companies, their session and the reason for attending the session.

No.	Company Name	Session	Reason
1.	Malaysia Investment Development Authority (MIDA)	1	FAT with MIDA

MODULES & INTEREST ASSESSMENT BY TRAINER

MODULE NAME	COMPANY NAME	INTEREST LEVEL (LOW/MEDIUM/HIGH)
TO DO	Malaysia Investment Development Authority (MIDA)	HIGH
MY PERFORMANCE	Malaysia Investment Development Authority (MIDA)	HIGH
DASHBOARD	Malaysia Investment Development Authority (MIDA)	HIGH

Authentic Venture Sdn Bhd

Customer Success Department

REPORT WORK ON SATURDAY

Name	Engku Shamimie Syahira binti Engku Kamaruddin	Date	31 March 2018
Department	Customer Success Department	Time	9.00 am – 6.00 pm

Task completed:

No.	Description
1.	Replace Aiman on leave to work on Moday - Involve coaching session on Monday (2 April) **Assign in customer support** Entertain chat in Tawk to. Chat received at 12:13 p.m **From:** Annalisa Siska **Company:** 3 Phase. **Problem:** Cannot download PV **Solution:** Inform that we already acknowledge that problem and create ticket to developer. The conversation end at 12:15 p.m. Answer phonecall from customer **From:** Zazlinda **Company:** Adgen Resources **Solution 1:** Try to download on behalf of customer using customer account and trying download using trial account. Show the Oh Noo ! page. **Solution 1:** Create ticket to Shahizzudin
2.	Log in Freshdesk - Create ticket regarding the problem having by the customer (#6750) - Screenshot the problem and attach in the ticket **To:** Shahizzudin **Problem:** Cannot download PV – show the Oh Noo ! page

Prepared by

Engku Shamimie
Syahira

Verified by

Siti Musalmah Jamil

Supervisor

Approved by

Khairun Nisa' Aziz

Chief Operating Officer

CERTIFICATE OF PARTICIPATION

Venture

THIS IS TO CERTIFY THAT

ENGKU SHAMIMIE SYAHIRA BT ENGKU KAMARUDDIN

HAS PARTICIPATED IN
OFFICECENTRAL TRAINING MODULE HUMAN RESOURCE MANAGEMENT,
PAYROLL, CUSTOMER RELATIONSHIP MANAGEMENT & POINT OF SALES

HELD ON

14 FEBRUARY 2018

AT

AUTHENTIC VENTURE SDN BHD
BANDAR BARU BANGI

★ ★ ★

CERTIFIED BY

IR AZIZ BIN ISMAIL
CHIEF EXECUTIVE OFFICER
AUTHENTIC VENTURE SDN BHD
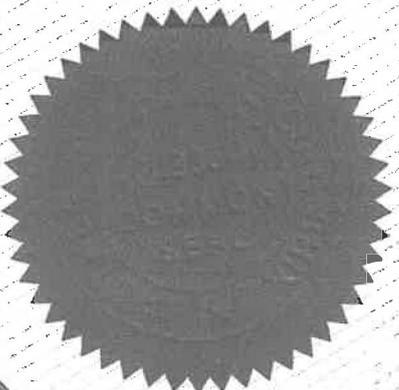
CERTIFICATE OF PARTICIPATION

Venture

THIS IS TO CERTIFY THAT

ENGKU SHAMIMIE SYAHIRA BT ENGKU KAMARUDDIN

HAS PARTICIPATED IN

OFFICECENTRAL TRAINING MODULE
FINANCE & ACCOUNTING

HELD ON

15 FEBRUARY 2018

AT

AUTHENTIC VENTURE SDN BHD
BANDAR BARU BANGI

★ ★ ★

CERTIFIED BY

IRAZIZ BIN ISMAIL
CHIEF EXECUTIVE OFFICER
AUTHENTIC VENTURE SDN BHD

Venture

CERTIFICATE OF PARTICIPATION

THIS IS TO CERTIFY THAT

ENGKU SHAMIMIE SYAHIRA BINTI ENGKU KAMARUDDIN

HAS PARTICIPATED IN

STRESS MANAGEMENT TRAINING

HELD ON

30th MARCH 2018

AT

AUTHENTIC VENTURE SDN BHD
BANDAR BARU BANGI

CERTIFIED BY

IR AZIZ BIN ISMAIL
CHIEF EXECUTIVE OFFICER
AUTHENTIC VENTURE SDN BHD

Venture

CERTIFICATE OF PARTICIPATION

THIS IS TO CERTIFY THAT

ENGKU SHAMIMIE SYAHIRA BINTI ENGKU KAMARUDDIN

HAS PARTICIPATED IN

BUSINESS MODEL CANVAS WORKSHOP

HELD ON

18th APRIL 2018

AT

UPM-MTDC TECHNOLOGY CENTRE

CERTIFIED BY

BIZCOACH DIN DERAMAN
PROFESSIONAL BUSINESS COACH

STRATEGIC MANAGEMENT

Module: Strategic Management

Section I: Strategy Formulation

Section II: Strategy Implementation

Section III: Strategy Evaluation

2

Module : Strategic Management

- Describe the strategic-management process & comprehensive strategic management model.

- Discuss the three stages of strategy formulation, implementation, and evaluation activities.

- Describe the benefits of engaging in strategic management.

Define Strategic Management

The art and science of formulating, implementing, and evaluating cross-functional decisions that enable an organization to achieve its objectives

450 × 442 - shutterstock.com
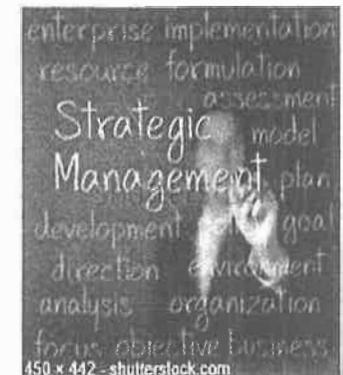
Certificate of Recognition

This certificate is awarded to

Engku Syamimie Syahirah Binti Engku Kamaruddin

for

Committee of Authentic Venture Annual Dinner 2018

on

4 May 2018

IR AZIZ BIN ISMAIL
Chief Executive Officer
Authentic Venture Sdn Bhd

KHAIRUN NISA AZIZ
Chief Operating Officer
Authentic Venture Sdn Bhd
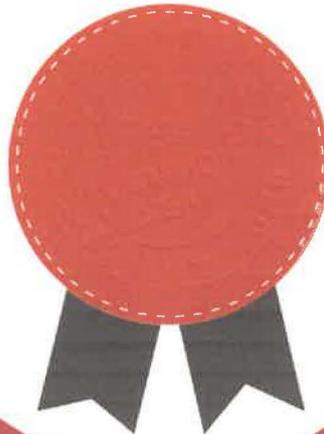
Venture

CERTIFICATE OF PARTICIPATION

THIS IS TO CERTIFY THAT

Engku Shamimie Syahira Binti Engku Kamaruddin

HAS PARTICIPATED IN

AVSB Train the Trainer Level 1

HELD ON

22nd May 2018

AT

Authentic Venture Sdn Bhd
Bandar Baru Bangi

CERTIFIED BY

IR AZIZ BIN ISMAIL
CHIEF EXECUTIVE OFFICER
AUTHENTIC VENTURE SDN BHD

Homework
1. Group : update KPI slides
2. Workbook cram
3. Prepare bg training

CRAM

The "Quick Notes" of How to Train

PROGRAM WORKBOOK

Jason Teteak

Rule the Room
Successful Communication Made Simple

Venture Internship Program

Certificate of Completion

This is to certify that the following student

ENGKU SHAMIMIE SYAHIRA BINTI ENGKU KAMARUDDIN

has completed the program during the below duration

1st FEB 2018 – 29th JUNE 2018

with the following results:

Attendance	Excellent
Communication Skills	Good
Human Relations & Teamwork	Excellent
Responsibility & Dependability	Good
Leadership & Initiative	Good
Problem Solving & Decision Making	Excellent
Willingness to learn	Excellent
Professionalism & Appearance	Good

Certified by,

Khairun Nisa Aziz
Chief Operating Officer
Authentic Venture Sdn Bhd
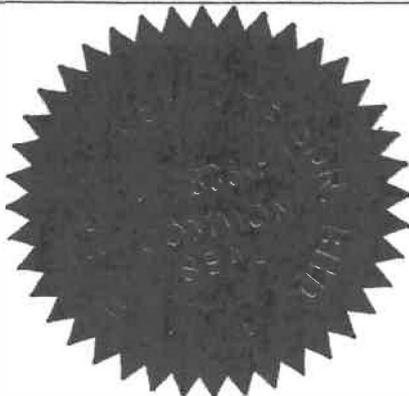
INDUSTRIAL TRAINING

ENGKU SHAMIMIE SYAHIRA BINTI ENGKU
KAMARUDDIN
2015182731

PRESENTATION OUTLINE

- Company Background
- Training Activities
- Lesson Learn
- Limitation & Recommendation

COMPANY BACKGROUND

Venture

AUTHENTIC VENTURE SDN BHD has been established in 2002	The headquarter located at Bandar Baru Bangi, Selangor.
AVSB is one of the leading **software** development **company** in Malaysia focusing on cloud-based software	Authentic Venture Sdn Bhd was built up to other countries which are India and Indonesia.

- During 5 months industrial training, the student been placed in **Customer Success Department (CSD)**

- **Supervisor's name:**
  1. Siti Musalmah Jamil
  2. Khairun' Nisa Aziz

---

ziola MySedeqah

Company Product	
OfficeCentral System	KPI System
Zioola System	MySedeqah System
Finegic System	Asset Central System
IP Central System	Etrax System

Finegic   IPCENTRAL   etrax   KPI

TRAINING ACTIVITIES

1. User training
Becoming one of the trainer / assistant trainer in Authentic Venture
for internal and external training / coaching session / UAT or FAT session

---

2. Help Desk Support
Assigned in support team to help the client solved their problem.
For example forgot password & renewal account for OfficeCentral System

3. Administrative Task - Reporting & Data Entry, etc.

Completing report for training / coaching / UAT or FAT session

Preparation for UAT / FAT session (key in information)

Book for training and coaching session

As a committee member for Authentic Venture Sdn Bhd Annual Dinner

4. Documentation

Completing user manual

5. Multimedia Task

Making video tutorial using EzVid

Completing the slide for training presentation

6. Participation in trainings / team building

Attending the training or course organize by Authentic Venture Sdn Bhd

Joining team building activities

Representative Authentic Venture Sdn Bhd in launch system program

7. Other Activities (Company Activities)

Joining Voice@Ventures

Joining staff farewell

Joining sales presentation competition

7. Other Activities (Company Activities)

- Filling the report for the department
- Early preparation for each of the training / coaching / UAT or FAT session
- Work on Saturday / Monday
- Create new articles for the system
- Setup for CSD Weekly Meeting
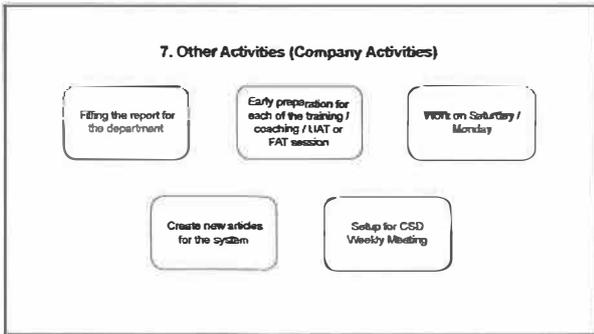
SPECIAL PROJECT
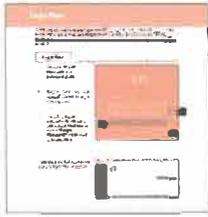
Completing the user manual for four systems;

1. OfficeCentral System
2. MySedeqah System - Komited Malaysia
3. Finegic System (Loan Monitoring) - Hijrah Selangor
4. KPI System - Malaysia Investment Development Authority

Become the trainer / assistant trainer

1. OfficeCentral training - Internal and external training
2. MySedeqah training - Komited Malaysia / internal staff
3. Zioola training - Internal staff
4. AgriCentral training - Internal staff
5. Finegic (Loan Monitoring) training - Internal staff
6. KPI system training - Internal staff
7. UAT & FAT session with MIDA
8. Coaching session with SEDA
9. Coaching session with UPM MTDC
10. Coaching session with Komited Malaysia

Assign to support team

1. Renewal OfficeCentral user account
2. Assist customer to solved problem regarding the system
3. Book for coaching / training

LESSON LEARNT

Application VS Knowledge	
Task	Course Learn from Faculty
System Documentation (User Manual)	System Analysis & Design I & II
User Training	Information System Interaction & Consultation

Knowledge, Skill & Experienced	
Improve communication skill	Improve confident level
Get engaged with top management	Get experience in handling client problem

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LIMITATION & RECOMMENDATION

Limitation	Recommendation
1. Not enough staff in support team	1. Hire more staff for support team
2. Not enough staff in software development department	2. Hire more staff / more training for software development department
3. Lack of appreciation of the staff's work	3. Provide reward for the staff
4. Lack of security in office	4. Provide more security such as CCTV
5. Lack of communication between staff	5. Improve the staff relationship by having the activity such as team building