INTERNSHIP REPORT

HimansuIT services pvt.ltd

SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES(MBA-INTERGRATED)

GOA BUSINESS SCHOOL

IN PARTIAL FULFILLMENT FOR THE AWARD OF THE DEGREE OF
BACHELORS OF BUSINESS ADMINISTRATION

(INTEGRATED: HOSPITALITY, TRAVEL AND TOURISM)

BY

SUMAJA K

2007

IMBAHTT

GOA UNIVERSITY

AUGUST 2023

Himansu IT

8th May 2023,
Hyderabad

Dear **Sumaja Kocherlakota**,

Subject: Offer Letter for HR Internship Position

We are pleased to extend this offer letter for the position of HR Intern. We were impressed by your qualifications, enthusiasm, and passion for human resources, and we believe that your skills will make a valuable contribution to our team. This internship opportunity is designed to provide you with real-world experience in the field of HR within our dynamic IT company.

Key Responsibilities: During your internship, you will be exposed to various aspects of HR management, including but not limited to:

- Assisting in recruitment and selection processes
- Supporting employee onboarding and offboarding
- Participating in training and development initiatives
- Contributing to HR policies and procedures
- Assisting in employee engagement activities
- Collaborating with cross-functional teams on HR projects

Please confirm your acceptance of this offer by signing and returning a copy of this letter by 12th May 2023. You can reach out to **Seetharam Kodati, Manager HR** at **Seetharam@himansuit.com** for any clarifications or further information. Upon confirmation, we will provide you with the necessary onboarding details.

We are excited to welcome you to Himansu IT Services and are confident that your contributions will help us achieve our HR objectives. We look forward to a mutually beneficial partnership during the internship period.

Sincerely,

For Himansu IT Services

K Neelima
Director Finance / HR
Himansu IT Services Pvt Ltd

For Himansu IT Services Pvt. Ltd.

Director

Himansu IT

17th July 2023
Hyderabad

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Sumaja Kocherlakota has successfully completed the internship program at Himansu IT Services Pvt., Ltd.,

Duration: 15th May 2023 to 14th July 2023

During the internship, Sumaja Kocherlakota actively participated in Selection and Recruitment process, employee onboarding, offboarding and internal training. Her dedication, enthusiasm, and contributions were truly commendable.

We hereby acknowledge Sumaja's successful completion of the internship program and wish her all the best in their future endeavours.

For Himansu IT Services,

K Neelima
Director Finance and HR
Himansu IT Services Pvt Ltd.,

For Himansu IT Services Pvt. Ltd.,

Director

ACKNOWLEDGMENTS

Apart from my efforts, the success of any internship depends largely on the encouragement of many others. I take this opportunity to express my gratitude to the individuals who have been instrumental in the successful completion of this internship.

I would like to extend my greatest appreciation to my supervisors. Their tremendous support, encouragement, and motivation every time has been invaluable to me. During these two months, I have also collaborated with many colleagues for whom I have great regard, and I wish to extend my warm thanks to all who have helped me with my work.

I would like to thank all whose direct and indirect support helped me to complete my internship, without their support it would not have been possible.

Nevertheless, I would like to thank

Prof. K.G. Shankar Narayanan: Program Director   Prof. Dr Albino Thomson,Prof. Mr. Kevin D'Souza   Prof. Dr Poonam Sadekar,Prof. Ms. Sujal Naik   Prof. Mr. Sadanand Gaonkar,Prof. Dr Paresh Lingadkar

for assisting me to get into the hotel and preparing me for the training.

I would also like to thank the administrative staff

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

For their support.

EXECUTIVE SUMMARY

This report contains all the information regarding my internship in the Human Resource Department in HimansuIT services, Hyderabad. Throughout this internship, I engaged in various facets of human resources, including talent acquisition, employee onboarding, performance management, and organizational development. Collaborating with seasoned HR professionals, I had the chance to apply theoretical knowledge to real-world scenarios, contributing to the company's growth and success. By fostering a supportive learning environment and providing exposure to cutting-edge HR practices, I developed a well-rounded skill set and a deep understanding of HR's pivotal role in the IT sector.

During my internship in the HR department, I was immersed in a dynamic and multifaceted role. Collaborating closely with the HR team, I played a pivotal role in the recruitment process by actively participating in candidate screenings and maintaining an organized applicant tracking system. This experience allowed me to develop a keen eye for identifying qualified candidates who aligned with the company's technical requirements and values.

A significant portion of my responsibilities involved facilitating a seamless onboarding experience for new hires. This included preparing essential documents, coordinating orientation schedules, and assisting newcomers in acclimating to the company's culture and policies. By engaging directly with new employees, I honed my interpersonal skills and deepened my appreciation for effective employee integration.

In the realm of employee engagement, I contributed to planning and executing various events and workshops that fostered team cohesion and professional growth. This role

afforded me insights into the importance of maintaining a positive work environment, where individuals are empowered to thrive collectively.

From an administrative standpoint, I meticulously managed employee records and databases, ensuring accuracy and compliance with legal regulations. My involvement in payroll and benefits administration further solidified my understanding of the intricate administrative functions that underpin a successful HR department.

As an intern in the IT sector's HR domain, I also had the opportunity to navigate the unique challenges and opportunities inherent to this industry. Whether it was staying updated on technological advancements that influence HR practices or supporting initiatives to cultivate a diverse and inclusive workforce, I developed a holistic understanding of HR's strategic importance within the context of the IT sector.

Overall, my internship provided me with a comprehensive exposure to the HR operations of an IT company. Through active participation, hands-on experience, and collaboration with seasoned professionals, I gained valuable insights that have not only enriched my academic knowledge but also equipped me with practical skills crucial for a successful career in HR within the IT sector.

The training enhanced my practical knowledge. Most importantly, I am oriented to the industrial scenario and its many challenges and subtleties. The smooth functioning of a company depends to a large extent on the cooperation among its different departments. Nevertheless, I did enjoy the training to the fullest and am very sure that this training will help me in my future endeavors.

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COMPANY: bird's eye view

Himansu IT Services Pvt. Ltd. started its operations in June 2009; with headquarters in Hyderabad, India is an IT services organization that provides solutions for information technology services to its clients globally. Our organizational goal is to provide efficient products and project implementation in the most cost-effective ways within the best possible time. Our team is made up of technical personnel who have the right expertise, combined with years of experience. This ensures that our clients are focused on the best possible ways.

Himansu IT handles projects from individual clients and as well central/state governments and has completed a long history of successfully accomplished projects. Our company is involved with the designing, enabling and maintenance of various products and projects using our functional knowledge and technical expertise.

Himansu IT is not only a services provider, but it also helps in staff augmentation to firms, to help them gain the much-needed experience and confidence in this ever-growing IT industry. As a growing company, we also offer various technical training to youngsters and help build their career as IT professionals.

SERVICES PROVIDED

I.   Application Development & Management

Application development services enable organizations to manage all aspects of the software product development from start to finish – from the design, and coding, to testing, ongoing improvements, and debugging of software – in an effective manner.

II.   Microsoft Dynamics CRM

Consulting and Implementation: the company offers consulting services to help businesses identify their CRM needs and customize Dynamics CRM to fit their specific requirements. This involves analyzing business processes, designing workflows, configuring the system, and ensuring a smooth implementation.

Customization and Development: Some businesses might need custom features or integrations that go beyond the out-of-the-box functionality of Dynamics CRM. We can provide development services to build custom modules, plugins, or integrations with other systems.

Training and Support: we offer training sessions to help users understand how to use Dynamics CRM effectively. We provide ongoing technical support to troubleshoot issues, answer questions, and ensure the system runs smoothly.

Data Migration: When the company transition from another CRM or data system to Microsoft Dynamics CRM, data migration services are essential. Experts ensure that existing data is accurately transferred to the new system.

Upgrades and Maintenance: As Dynamics CRM evolves, the company assists in upgrading the system to newer versions, ensuring compatibility and data integrity.

Managed Services: we offer ongoing managed services where we handle routine maintenance, updates, and support to keep the CRM system running optimally.

Integration Services: Integrating Dynamics CRM with other business systems (like ERP systems, marketing tools, etc.) is crucial. We can help set up these integrations to ensure smooth data flow.

Cloud Deployment: With cloud-based Dynamics 365, we help businesses migrate their CRM to the cloud, offering scalability, accessibility, and reduced IT overhead.

Health Checks and Audits: Periodic assessments of the CRM system's health and performance help identify areas for improvement and ensure that it continues to meet business needs.

Industry-Specific Solutions: we specialize in offering Dynamics CRM solutions tailored to specific industries, such as healthcare, finance, manufacturing, etc.

III.   Website Development

Website development is the process of creating and building websites that are accessible through the internet. It involves multiple stages, such as:

Planning: Defining the website's purpose, target audience, and key features. This phase may also involve creating wireframes or mockups.

Design: Creating the visual look and feel of the website, including layout, color schemes, typography, and graphics.

Front-end Development: Writing the HTML, CSS, and JavaScript code that determines how the website will appear and function in the user's browser.

Back-end Development: Building the server-side functionality that powers the website, which could involve databases, server scripting, and APIs.

Testing: Identifying and fixing bugs, testing the website's functionality, responsiveness, and compatibility across different browsers and devices.

Launch: Deploying the website to a web server, making it accessible to users on the internet.

Maintenance: Regularly updating and maintaining the website to ensure it remains functional, secure, and up-to-date with content.

IV. Development Of Mobile Apps (Android, Windows and IOS)

App development involves creating software applications designed to run on various platforms, such as mobile devices, computers, or the web. This process includes several steps like conceptualizing the app idea, designing the user interface (UI), coding the functionality, testing for bugs and errors, and finally deploying the app to the intended platform. Himansu IT uses programming languages like Java, Swift, or JavaScript to build apps that can serve a wide range of purposes, from games and social networking to productivity and business tools.

V. Project Management Services

Project management services in IT involve overseeing and coordinating various aspects of technology projects to ensure they are completed successfully and within the defined scope, timeline, and budget. IT companies offer project management services to help clients achieve their goals efficiently. This includes:

Planning: Defining project objectives, scope, resources, and timeline. Creating a detailed project plan that outlines tasks, dependencies, and milestones.

1. **Resource Allocation:** Assigning the right team members with the necessary skills to different project tasks and roles.
2. **Communication**: Establishing clear lines of communication among team members, stakeholders, and clients to ensure everyone is informed about project progress.
3. **Risk Management**: Identifying potential risks and developing strategies to mitigate them, ensuring that any potential issues are addressed before they impact the project.
4. **Budget Management:** Monitoring project expenses and ensuring that the project stays within the allocated budget.
5. **Task Tracking**: Keeping track of tasks, milestones, and deadlines to ensure that the project is progressing according to the plan.
6. **Quality Assurance:** Implementing processes to ensure the quality of the deliverables meets the specified standards.
7. **Change Management**: Handling changes to project scope, requirements, or timeline while minimizing disruptions.
8. **Documentation**: Keeping thorough records of project documentation, decisions, and changes for future reference.
9. **Closure and Evaluation**: Concluding the project, conducting a review to evaluate its success, identifying lessons learned, and capturing feedback for improvement in future projects.

Effective project management services ensure that IT projects are executed smoothly, meeting client expectations and delivering value to the organization.

VI.   Business Intelligence

Business Intelligence (BI) services involve using technology and data analysis to help businesses make informed decisions. Himansu IT provides BI services to help organizations collect, process, and analyze data from various sources to gain insights into their operations and performance. This includes:

1. **Data Integration**: Bringing together data from different sources, such as databases, spreadsheets, and external APIs, into a centralized repository.
2. **Data Analysis**: Using tools and techniques to process and transform raw data into meaningful insights and trends.
3. **Reporting**: Creating interactive dashboards and reports that present data in a visual and easy-to-understand format.
4. **Data Visualization**: Using charts, graphs, and other visual elements to help users understand complex data patterns quickly.

5. **Predictive Analytics:** Utilizing statistical models and algorithms to forecast future trends and outcomes based on historical data.
6. **Data Mining**: Discovering hidden patterns and correlations in large datasets to uncover valuable insights.
7. **Performance Monitoring**: Tracking key performance indicators (KPIs) and providing real-time insights to monitor business operations.
8. **Data Warehousing**: Designing and implementing data storage solutions that facilitate efficient data retrieval and analysis.

Business Intelligence services enable companies to make data-driven decisions, identify opportunities for growth, optimize processes, and enhance overall business performance.

VII.   E-Commerce

Himansu IT provides E-commerce services including   website development, online store setup, payment gateway integration, inventory management systems, user experience design, security implementation, and digital marketing strategies to help businesses sell products and services online effectively.

VIII.   Staff Augmentation

Staff augmentation refers to the practice of hiring external professionals on a temporary basis to supplement the existing in-house team. This can be for various reasons such as handling increased workloads, accessing specialized skills, or managing short-term projects. It allows companies to scale up or down quickly based on their needs without the long-term commitment of hiring full-time employees.

TASKS HANDLED

- **Assisting with administrative work:**

1.Updating employee databases and maintaining them

2.looking after the employee salaries and benefits

3.Paperwork related to transfers and terminations

4. Working as a Communication barrier between the employees and the HR manager regarding their issues in the company

- **Onboarding:**

1.Assisting in preparing new hire paperwork and ensuring all necessary documents are collected.

2.Facilitating introductions and tours of the office.

3.Helping new hires get used to the company's culture and policies.

- **Recruitment assistance:**

1.Posting job openings on various platforms.

2.Sorting and reviewing resumes of potential candidates.

3.Assisting in scheduling interviews and coordinating communication with candidates.

4.Participating in initial candidate screenings.

5.Updating applicant tracking systems.

- **Employee Engagement:**

1.Assisting in organizing and planning company events, workshops, and training sessions.

2.Coordinating team-building activities and employee recognition programs.

3.Collecting feedback and suggestions from employees for improving engagement initiatives.

● **Assisting in Exit Processes**

1.Coordinating exit interviews and gathering feedback from departing employees

.2.Handling paperwork and processes related to employee departures.

Learnings:

1. **Technical Understanding:** Developing a basic understanding of IT concepts, terminologies, and industry trends, even if I don't have a technical background.

2. **Adaptability**: I have Learnt to adapt to the fast-paced and ever-changing nature of the IT industry, including staying updated on emerging technologies.

3. **Effective Communication:** I brushed my skill of clear and concise communication, especially when conveying technical information to non-technical staff or vice versa.

4. **Recruitment Skills**: I Gained insights into recruiting for technical roles, understanding job requirements, and effectively evaluating candidates' skills.

5. **Time Management:** Managing tasks efficiently, especially in an environment where deadlines and project timelines are critical. I improved my sense of time during my internship tenure. It also helped me stay punctual at all times in other aspects of my life as well.

6. **Conflict Resolution:** I learnt how to manage conflicts that may arise due to differing opinions, technical disagreements, or work-related stress.

7. **Professional Growth**: By the end of my internship, I have recognised my own strengths and areas for improvement, and taken steps to continue learning and developing my HR skills which will help me in the long run.

Overall, it was a great experience for me to work in a sector that I'm completely new to, I have learnt more than just technical work at the company, the team has also taught me values that I shall remember for the rest of my life.

CHALLENGES

1. **Technical Understanding:** Understanding the technical jargon and concepts specific to the IT industry was overwhelming for me who does not have

technical background since I'm from the hospitality industry. The terms they use and the work process was tough for me to catch up until a few days.

2. **Learning HR Technology**: the company I worked in often uses specialized HR software. I took a lot of time to learn and become proficient in using these tools.

3. **Handling Performance Reviews**: Conducting performance evaluations for technical roles requires understanding the nuances of their work and contributions.

4. **Managing Conflicts**: Resolving conflicts among tech-savvy employees. I needed to understand the nature of the conflict and find suitable solutions to resolve the issues

5. **Vendor Relations**: Managing relationships with external vendors, especially for contract and freelance workers, requires coordination and negotiation skills was a huge challenge since it uses my ability to communicate effectively.