



ULAB

UNIVERSITY OF LIBERAL ARTS
BANGLADESH

Department of Media Studies & Journalism

Internship Report

Prepared by:

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ID: 162012037

Term: Spring 2024

Course Code: MSJ11498 & MSJ11499

Host Organization: Quantanite Bangladesh Ltd.



Submission Date: April 22, 2024

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Abbreviations

ULAB - University of Liberal Arts Bangladesh
Ltd - Limited Company
CRP - Centre for the Rehabilitation of the Paralyzed
BPO - Business Process Outsourcing
UK - United Kingdom
USA - United States of America
ISO - International Organization for Standardization
TA - Teacher's Assistant
MSJ - Media Studies & Journalism
HR - Human Resource
AHT - Average Handling Time
SLA - Service Level Agreement
QA - Quality Assurance
HQ - Headquarter
SOP - Standard Operating Procedure
POC - Point of Contact
CSAT - Customer Satisfaction Score
WBR - Weekly Business Review
BST - Bangladesh Standard Time
LOB - Line of Business
ID - Identification
Inc - Incorporated

Student's Details

Name: Ananta Anupam Arannya

Student ID: 162012037

Department: Media Studies and Journalism

Major Concentration: Public Relations

Minor Concentration: Business

Career Goal: Seeking a higher achieving role that permits to leverage strong ethics, creativity and responsibility to maximize both individual and organizational potential within a demanding environment.

Internship Details

Host Organization: Quantanite Bangladesh Ltd.

Host Organization Address: Plot # A/5, (9th Floor), Block # A, Section # 14, Mirpur, Dhaka – 1206, Bangladesh

Website: www.quantanite.com

Name of Supervisor: S.M. Samiul Haque

Designation of Supervisor: Operations Manager

Internship Start Date: January 01, 2024

Internship End Date: April 30, 2024

Section I Worked In: Operations

My Designation: Associate

Hours per Week: Up to 48 Hours

Acknowledgement

At the outset, from my heart, I am thankful to the Almighty Allah for providing me with sound health, knowledge, and the perseverance to complete this report.

I also want to convey my gratitude to our beloved teachers from ULAB for their immense cooperation and dedication and for providing valuable suggestions and comments whenever I needed them.

My honor and respect go mainly to my internship advisor, Andalib Rubayat, Senior Lecturer, University of Liberal Arts Bangladesh, for his invaluable help and support. I gratefully acknowledge the support of the faculties, beloved TAs, media lab instructors, and other supporting people of the Media Studies and Journalism department for their cooperation in searching for books and other sources and keeping me updated with the arrival of new materials.

I am mindful and thankful to internship coordinator Muhammad Aminuzzaman, who always helps me with internship issues. I am gratified to have Prof Dr Jude William Genilo, our department head, an honest and humble person I could approach for any barrier I have encountered during my academic journey at ULAB.

I always wanted to seek a higher-achieving role that allows me to leverage strong ethics, creativity, and responsibility to maximize individual and organizational potential within a demanding environment. My internship with Quantanite Bangladesh Ltd. was a fantastic hands-on professional experience. Therefore, I am fortunate that I was allowed to be a part of it. I am grateful for being mentored by so many outstanding professionals who were kind enough to guide me through every aspect of this journey. My Internship Supervisor, S.M. Samiul Haque, was by my side thoroughly and groomed me to tackle the professional grid with ultimate success.

I sincerely thank my beloved parents for their uncountable stimulation and inspiration. I could only have come this far with their consistent support.

Plagiarism Declaration

1. I know that plagiarism means taking and using the ideas, writings, works or inventions of another as if they were one's own. I know that plagiarism not only includes verbatim copying, but also the extensive use of another person's ideas without proper acknowledgement (which includes the proper use of quotation marks). I know that plagiarism covers this sort of use of material found in textual sources and from the Internet.
2. I acknowledge and understand that plagiarism is wrong.
3. I understand that my research must be accurately referenced.
4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.
5. I have not allowed, nor will I in the future allow, anyone to copy my work with the intention of passing it off as their own work.

Name: Ananta Anupam Arannya

ULAB ID: 162012037



Signature

Internship Report Approval Form

Student Name: Ananta Anupam Arannya ID No: 162012037

Major: Public Relations Year: 2024

Local Phone: +8801914401656 Email: ananta.anupam.msj@ulab.edu.bd

INTERNSHIP/PROJECT INFORMATION

Internship

Organization: Quantanite Bangladesh Ltd.

Internship (Area of Work:): Operations

Semester (Tick one): ☒ Spring 2024 ☐ Summer 2024 ☐ Fall 2024

Advisor APPROVAL

(Please place a Tick)

☒ Approved ☐ Not Approved ☐ Partial Re-write ☐ Full Re-write

Remarks (If Not Approved/Pretrial/Full Rewrite):

Signature: _____

Date: 22/04/2024

Name: Andalib Rubayat

Title: Senior Lecturer

E-mail: andalib.rubayat@ulab.edu.bd

Phone: +8801918939190

Introduction

As a bachelor of Social Science in Media Studies and Journalism (MSJ) program student at the University of Liberal Arts, Bangladesh (ULAB), an internship or project is required to complete the Bachelor's degree. I chose the internship program as the last part of my bachelor's life. An internship is the process that trains one to prepare for a challenging and changing professional career path. This internship program provides me with both practical and academic training. This report will describe my whole working experience as an intern at Quantanite Bangladesh Ltd.

As a student with a concentration in Public Relations, I wanted to work in the communication space. As an emerging new field, a Multinational BPO is the perfect place to learn and experiment. Thus, I joined Quantanite Bangladesh Ltd. - one of the first full-fledged BPO companies in Bangladesh for a challenging experience.

Quantanite Bangladesh Ltd. adds value to the entire customer journey with the customer's experience and digital outsourcing services. They help customers understand what they are saying about their products or services, address the needs of customers in today's digital world, and ensure that customers are satisfied with every interaction.

I was passionate and interested in this sector, and Quantanite Bangladesh Ltd. gave me an excellent opportunity to learn about the industry. I had the chance to work with international clients through Quantanite Bangladesh Ltd. Here, I have learned to work with professional people with professional setups and equipment. I have also learned to be more communicative because of my work and cooperation with all the team members. These four months were a whole new experience for me. I learned a lot through numerous experiences during my internship, and I found out that several things are different between academic learning and professional learning. I had a fantastic journey learning PR professional work first-hand from Quantanite Bangladesh Ltd., and I am thankful to them for allowing me to enjoy and learn every moment of my time there.

Expectation & Objective

An internship in a host organization is required to achieve a bachelor's degree so that students can have the essence of the real professional world before stepping into reality. Working in the Operations team at Quantanite Bangladesh Ltd. has undoubtedly been a challenging yet insightful experience to gain practical knowledge before initiating my career. I learned how to deal with the clients, and fulfilling their interests was a whole new level for me to explore and learn. I intended to learn more about corporate communication and how communication can serve better in this digital era where a client's query is one click away.

Upon the completion of the internship, I expect to:

- Learn about the work order of an operations team.
- Understand client-agency relationships.
- Learn how to deal with clients.
- Learn how to work in a professional world.
- Work in a team.
- Develop professional competencies.
- Acquire knowledge of the working environment of an organization.
- Apply my professionalism skills.
- Develop my communication skills.
- Learn how to maintain deadlines.
- Apply knowledge gained at ULAB.
- Come out as a skillful person.

Host Organization: Quantanite Bangladesh Ltd.



Quantanite is a BPO company that provides innovative digital solutions to businesses across various industries. The company was founded in 2014 by a team of experienced entrepreneurs who wanted to bridge the gap between technology and business by creating a company that offers cutting-edge digital solutions. Quantanite is a Customer Experience and Digital Outsourcing solutions provider for the world's fastest-growing companies. The company's motto is: "Technology and People Unleashed."

Quantanite's headquarters is in London, UK, and the company has offices in the USA, South Africa, India, and Bangladesh. The company has over 2000 employees with expertise in various domains, including artificial intelligence, machine learning, data science, software development, and digital marketing.

Living and breathing their values are fundamental to Quantanite's success, as it is for their clients. They share a joint desire to create raving fans and brand champions. They recognize the parallels between shared values and cultures and aim to harness them by extending and developing winning partnerships. Their cultural pillars embody Quantanite's spirit, sense of community, and fairness and enable the people at the heart of their business.

They have five values which are:

- Super Driven: We push ourselves to deliver more than is expected.
- Entrepreneurial: We encourage bold ideas to unleash massive value.
- Service in Our Souls: We see every interaction as an opportunity to help.
- Grow Together: We invest in our people and help our clients thrive.
- Accountable: A target is a promise, and we keep our promises.

Certification & Compliance: Quantanite is ISO 9001 & ISO 27001 certified, which gives them extra credibility towards their clients. Quantanite is accredited by and complies with industry standards concerning Data Security, Payment Processing, Compliance, and Quality. Where appropriate and applicable, Quantanite is externally audited to ensure compliance.

Organization's Pyramid Chart

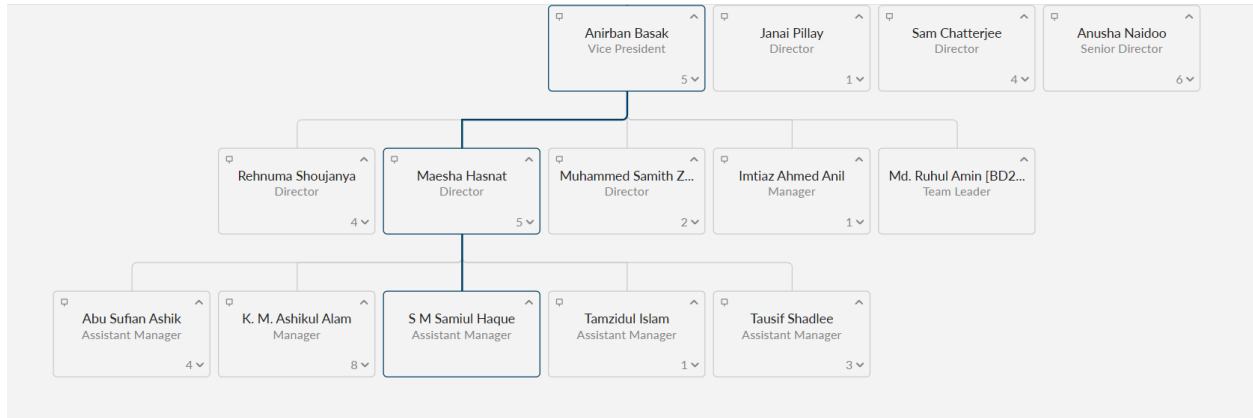


Image 1: Organogram of the Operation Department

The organogram starts from our Country's Vice President, Anirban Basak, to my reporting manager, S.M. Samiul Haque. The screenshot was taken from the organization's HR portal named BambooHR.

Work Environment

I am fortunate to intern at Quantanite Bangladesh Ltd. as this organization is excellent in management, office culture, office setup, and people. Every individual working in this company is amicable, helpful, and cooperative. My supervisor is a great mentor who has guided me through thick and thin. My colleagues have been beyond helpful, and our overall team management has been excellent. I have found them by my side whenever I needed any help. Quantanite Bangladesh Ltd. strictly prohibits office politics; hence, the office feels more like a friendly university campus where all are fellow juniors, seniors, and batchmates. Also, all the employees maintain punctuality, sincerity, and respect towards seniors and each other. I am also learning to be well-organized and skilled through their guidance.

Tasks as Intern

I have been working at Quantanite Bangladesh Ltd. since January 1, 2024, as an intern in the operation team. My prime focus is content moderation and external client communication. My responsibilities entailed:

- Content moderation
- Maintain an accurate workflow as a Quality Assurance (Accuracy target: 99%)
- Client communication
- Conflict resolution
- People management among the interns
- Keep my manager updated about everything
- Maintain a smooth workflow
- Potential client's work
- Preparation of monthly salary of our team
- Stand-up meetings
- Attend meeting, taking notes, sending out meeting minutes
- Brainstorming and idea sharing with higher management

Project Details

Project - 1

Project Name:

Content Moderation

Start Date: 15th January, 2024

End Date: 28th January, 2024

Project Detail:

After completing two weeks of training, I started working as a content moderator for a client named 'Bigo,' a global social live-streaming platform. Our team works on the back end of the live app. When someone posts anything against the app's guidelines, AI shortlists it and sends it to the back end. And from there, we find our content to check. It can be text, picture, video, or audio content. Then, we need to check the content according to our rulebook and take action accordingly. If there is no violation, then no action is required. There is also a time boundary and an accuracy target while working.

My Responsibilities:

My shift starts at 10 AM, and I always have to be present at my workstation at least a minute before my shift starts. I used to receive live content, so there was no exact time when content would appear on the back end. So, I always had to be attentive. I was obliged to look for any incoming content from 10 AM to 6 PM except for one hour of lunch break. I was responsible for auditing these live contents and acting according to our rulebook. If there was any violation, I had to take action against that content. The punishment for the user violating rules, starts from 2 hours of their account being blocked from the app to being restricted for a lifetime.

Our team has a rulebook strictly to follow. Based on those rules, I used to punish those contents that violate the rules. And we have an AHT target of 60 seconds. That means I needed to open the content, judge it based on the rulebook, and took necessary actions when it appeared on our back end. Our accuracy target is equal to or above 99%. That is why we can only afford a few errors during our work. I used to audit 700 contents daily, depending on the live work inflow.

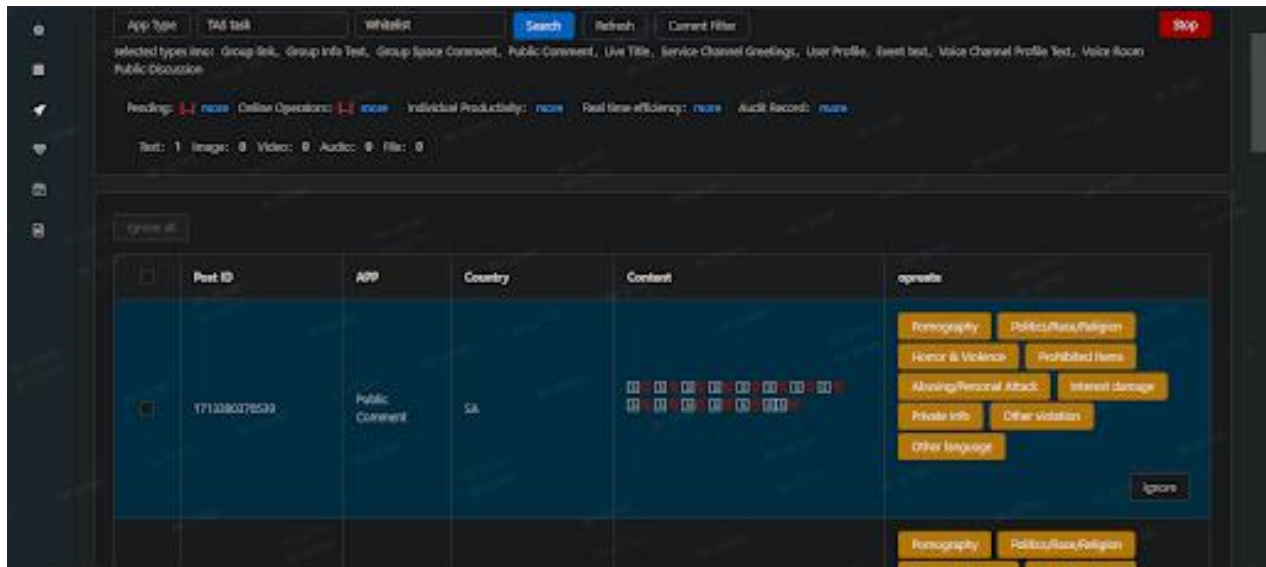


Image 1.1: Auditing text content

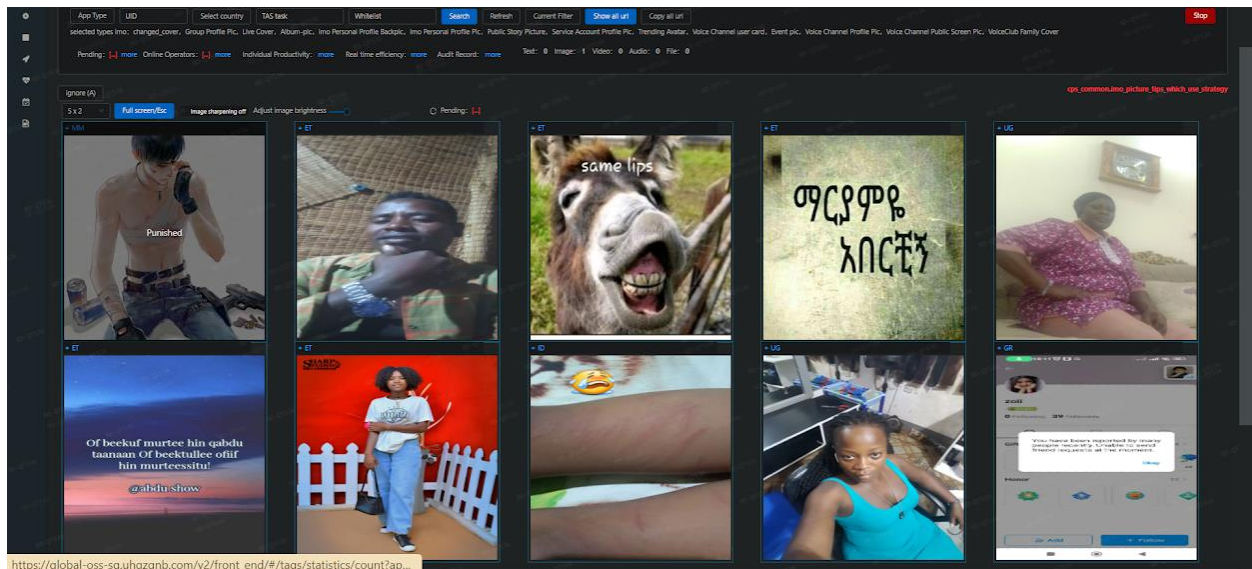


Image 1.2: Auditing picture content

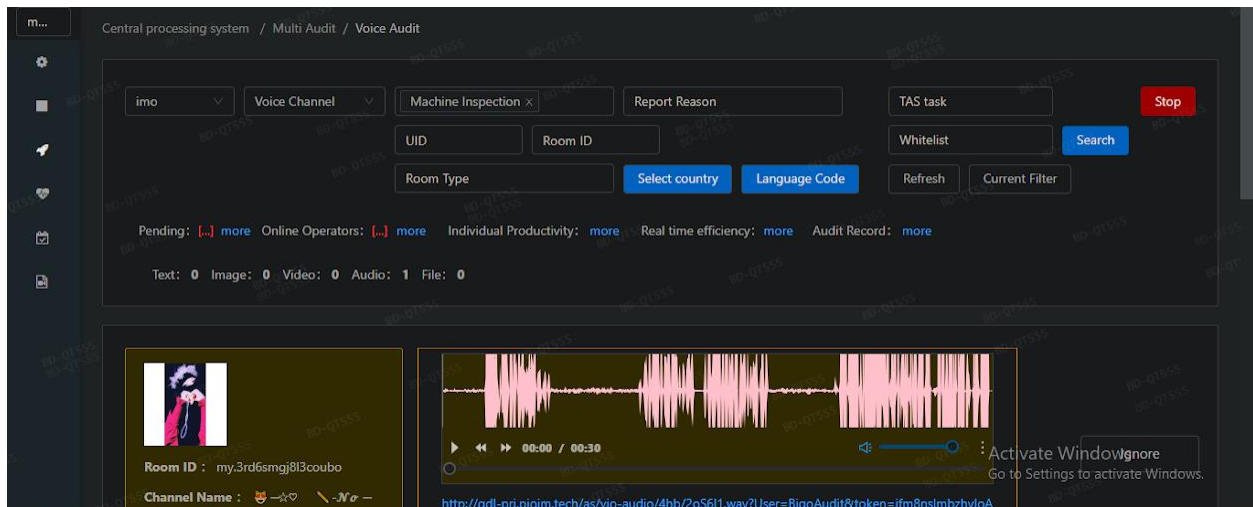


Image 1.3: Auditing audio content

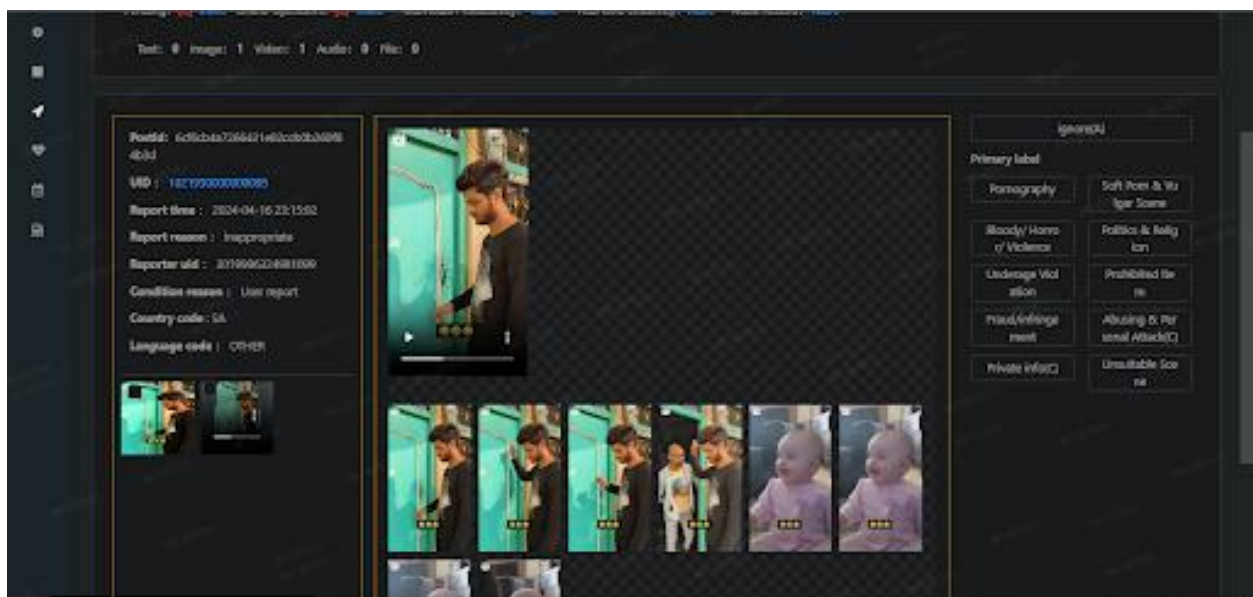


Image 1.4: Auditing video content

Challenges:

I had to keep my eyes and ears sharp every time for the task. Sometimes, the audio content needed to be more explicit to listen to. Occasionally, I got confused about what the audio was about. And sometimes, in audio content, people would talk in their local language, which was hard to understand. I had to assume and act immediately in these circumstances, as the AHT target was 60 seconds. And for picture and video content, if the resolution was poor, it got challenging to judge.

If I made more than 1% errors or take more than 60 seconds, according to our SLA target, there would be a deduction in our monthly invoice.

Mistakes:

- For two days, I reached the office a few minutes late.
- I missed the target of 99% accuracy for one day.
- I missed the AHT target for the first three days.
- I misunderstood some local languages (Chattogram, Sylhet, etc.).

Learnings:

- I have to be more precise with my time management skills.
- I became more focused and mitigated the accuracy problem from the next day.
- I learned to reach the target and work fast.
- I learned lots of new valuable words while working.

Project - 2

Project Name:

Quality Assurance

Start Date: 31st January, 2024

End Date: 31st April, 2024

Project Detail:

As a well-reputed BPO company, we must excel in our work frequently and achieve all SLA targets daily. To ensure this, our team has two divisions: Content Moderators and Quality Assurance.

The quality assurance team's task is to recheck the work completed by the content moderators. They have to point out the errors made by the content moderators and give them feedback.

My Responsibilities:

After performing very well in the content moderator role for one month, I was shifted to the QA team. In this team, I have to work even more attentively. After I check the content, it directly goes to the HQ team. If the HQ team finds any error, it causes a heavy deduction in our monthly invoice. If someone is punished without breaking any policy, the QA team is at the last stage of resolving this issue. At last, the QA team updates all the errors in a Google spreadsheet so that content moderators can see their errors and learn from them.

In the QA team, the AHT is not 60 seconds, whereas the target is to complete all the tasks before 10 PM. The QA team's rush is low, but the team needs to work more attentively. I need to recheck around 1000 contents regularly.

Time	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11	Day 12	Day 13	Day 14	Day 15	Day 16	Day 17	Day 18	Day 19	Day 20	Day 21
	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
11:00 AM - 11:35 AM	Introduction	Introducing to QMS Important Slides* *Chat groups	Rule Book Discussion Session (Unsat)	Rule Book Discussion Session (Unsat)	Regular Production	Regular Production	Regular Production	Regular Production	Regular Production	Rule Book Discussion Session	Rule Book Discussion Session	Short Updation	Short Updation			Short Updation	Short Updation	Rule Book Discussion Session	Rule Book Discussion Session	Short Updation	Short Updation
11:35 AM - 11:45 AM														Rule Book Discussion Session	Rule Book Discussion Session					Shadow	
11:45 AM - 12:00 PM	Introducing to QMS Important Slides* *Chat groups		Follow-up session (Sat)							Shadow	Shadow	Practice Data from QMS	Practice Data from QMS			Practice Data from QMS	Practice Data from QMS	Shadow	Shadow	Practice Data from QMS	
12:00 PM - 12:45 PM	Regular Production	Regular Production	Regular Production	Regular Production								Refresher	Refresher			Refresher	Refresher			Refresher	
1:15 PM - 2:45 PM																					
2:45 PM - 3:00 PM																					

Image 2.1: Training manual for QAs

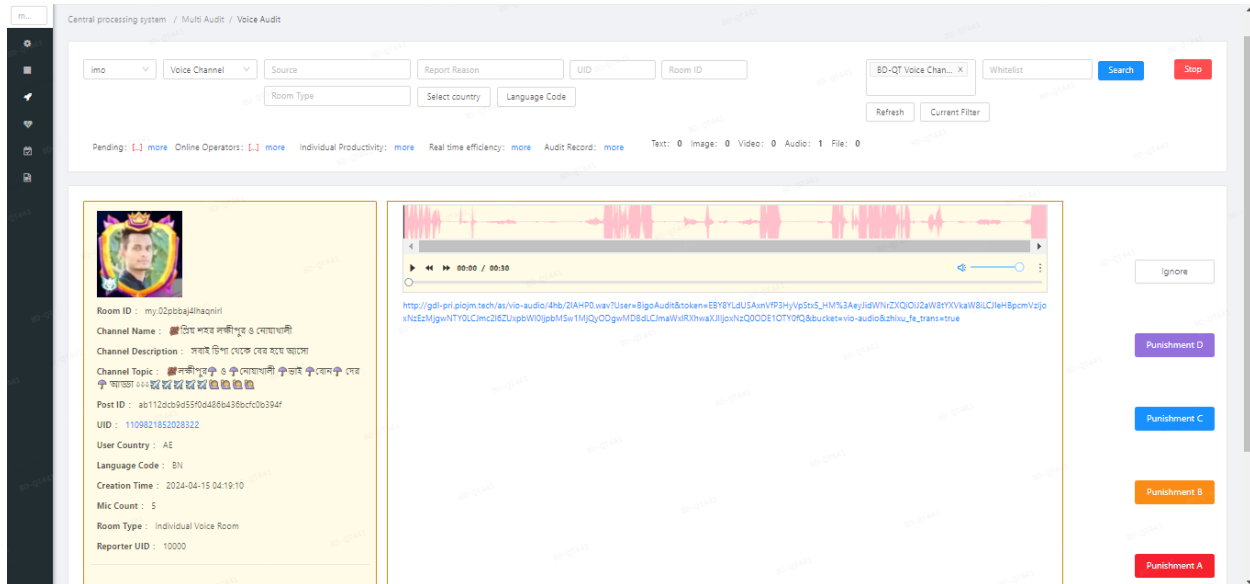


Image 2.4: QAing audio content

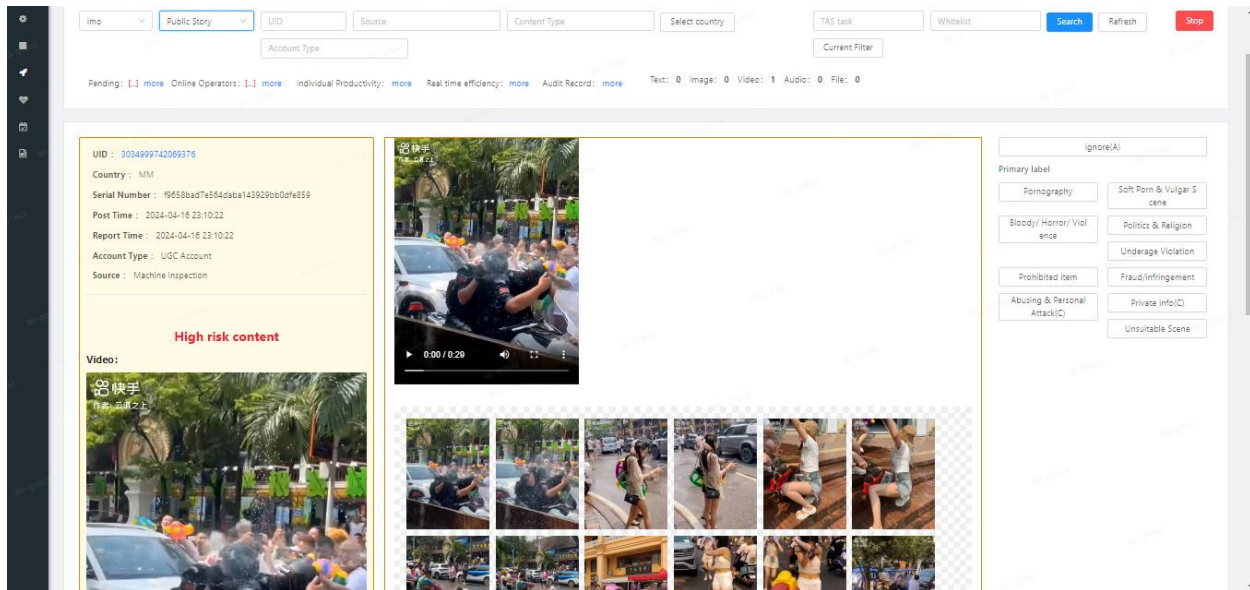


Image 2.5: QAing video content

Challenges:

While rechecking any content, the primary issue I face is rechecking any unclear audio or low-quality video or picture. The QA team can mark up to 5% of their content as 'Both Correct.' Both correct means there could be more than one correct punishment for the content. Sometimes, I have to judge the content by listening to the speaker's speaking approach, whether they mean something

or just say something as a joke. If the intention is joking, no punishment is required, but if the purpose is to offend anyone, there should be punishment according to the rulebook.

Mistakes:

- The HQ flagged two errors from the recheck that I've done.
- I misunderstood the content as if it was an offensive speech.
- I rushed while working, which caused an error.

Learnings:

- Content moderators might make errors, but I have to be error-free. I learned to be more focused while working.
- I learned to read people better because I had to take action depending on their speaking approach.
- I learned to be more observant and calmer while working.

Project - 3

Project Name:

Training Content Moderators

Start Date: 31st January, 2024

End Date: 31st April, 2024

Project Detail:

As our SLA target for accuracy was 99%, those who had less accuracy than that were trained by the QA team to perform better and reach our target. Reaching the SLA target is a must for any organization. When a team cannot reach the SLA target, that affects their reputation, and they might lose their client as well.

Because of the seriousness of this matter, every bottom performer goes through several training sessions to perform better.

Not only that but if there is any rule update or any change in the SOP, the QA team arranges a training session immediately so that everyone is up to date on their work process.

My Responsibilities:

After becoming a QA, one of my core tasks is to train the bottom performers. As our SLA target for accuracy is 99%, those who have less accuracy than that are trained by me to perform better and reach our target.

First, I start with the rulebook and briefly review all the sections. Then, review the critical sections from the rulebook. Then, we have a question-and-answer session. We mitigate all the confusion through a question-and-answer session. Lastly, we take a basic test. If they score equal or above our expectations, then we allow them to get back to the live work.

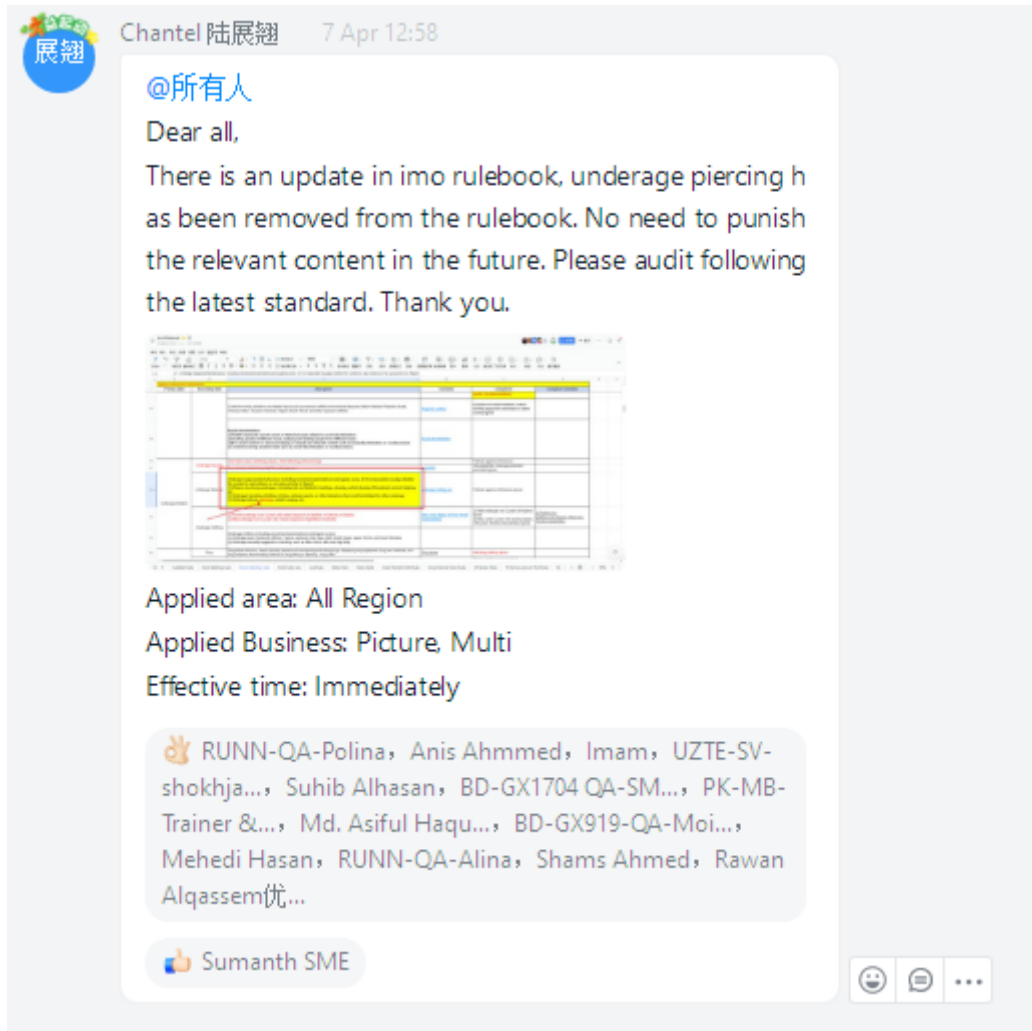


Image 3.1: Received a rule update from the client

Violence/Intimidation:		Violence/Intimidation:	
1. Talking about jokes/Content Unclear e.g. I will kill you	Ignore	1. কৌতুক-প্রসঙ্গ সম্পর্কে কথা বা অস্পষ্ট যেমন (এ)আমি তোমার খাতির কেমনেবো	
Security-Related Abusing:		Security-Related Abusing:	
1. Previously punished case as Violation/Intimidation will now punish as Security-related abuse e.g. I will cut break your hand leg genital parts	C. Security-Related Abuse	আমরা আগে B-violence এ সেই content গুলি punish করারই সেই ভুল এখন C-security চর আছে। যেমন (এ) আমি তোমার হাত-পা কেটে (এ)গে দেবোহা	
Example Post ID: de6407a8010063b300625485da3c9	B. Violence/Intimidation	আমি তোমাকে মারবে যেন মেরে ফেলব আমি বা অন্য কে না করলে আমি তোমার গলা ছিটিব ইত্যাদি সবকিছু করে। এমন-আমি তোমাকে এই-একটিই মারবে তো বা-এমনে মারবে মার তোমাকে মারবে মারবে তবে সবকিছুই আমাদের বিজ্ঞ করে। আমি তোমাকে কীভাবে বধ না। আমি আমাকে মারার জন্য আমি বলবো তোমাকে মেরে ফেলব।	

Image 3.2: Received rule update in the spreadsheet

Update Date	Rulebook	Rules Type	Area	Label	Updated Content
2023/1/17	All	Temporary			*Fraud/ Infringement-Damage Imo Official Interests-Pretending to be an IMO official: [Exceptions 2023-1-18 to 2023-2-28] Imo Prince Event related (Imo logo comes together with Prince Badge/Headframe related)-Ignore *Fraud/ Infringement-Damage Imo Official Interests-Pretending to be an IMO official: [Examples] Non-imo official whitelisted account pretends to be official-Reject: Imo operation Imo team Imo official Imo admin Imo assistant Imo alpha Imo hacker Imo headline Imo center Noises Type: 1. Interrupting noise, with high Decibel level, for example, Shri!! Harsh/ Boom/ Roar sound; 2. Extremely Ear-splitting noise/ Tumultuous noise/ Cacophony; 3. Fast rap with few pause in between, present in high frequency; Noise length: Counts over 15s in audio Broadcasting or making pornographic sounds: moaning, panting, etc. Moaning sound appear continuously ≥2 times=block Moaning sound appear <2 times=ignore Moaning sound effects with music songs - no punishment(Punishment for all scenes in the Middle East region) Change: Refine the rules for 【Sexual Chat】 Added examples of sexually suggestive text: video/open+call+female related words Change: Refine the rules for 【Bloody/ Horror/ Violence】 Uncomfortable scenes of killing, looting, bloodshed, violence, and disasters with victims (including, but not limited to, automobile accidents, air crashes, and shipwrecks). Change: Modify rule description for 【Abusing/ Personal Attack】 - 【Foul/Vulgar Language】 Previous: Continuously using the foul/vulgar/curse language to attack others ≥ 3 times Now: 【Foul/Vulgar Language】: continuously using foul/vulgar/curse language to attack others ≥ 3 times
2023/2/28	All	Non-temporary			
2023/5/24	Voice	Non-temporary			
2023/6/7	Voice	Non-temporary			
2023/9/23	Text	Non-temporary	All	Sexual Chat	
2023/9/20	All	Non-temporary	All	Bloody/Horror/Violence	
2023/9/26	Voice	Non-temporary	All	Foul/Vulgar Language	

Image 3.3: Rulebook

Challenges:

Training a fresh batch is more convenient, but training the bottom performers is a crucial and challenging task to do. Because they already know how to perform but need help to reach the SLA target, they face difficulties performing well among the team members, and because of that,

some of the bottom performers go through low self-esteem. Our line manager keeps motivating the team to bring out the best in us.

So, training the bottom performers takes a lot of work. Arranging a training session for any rule update is another challenge because the update needs to be implemented immediately. Any delay might end in a higher error rate.

Mistakes:

- Initially, I started treating them as poor performers, discouraging them from training.
- I didn't ask for any feedback after the training session.
- I tried to train all of them in the same method.

Learnings:

- I learned to understand everyone's capacity and be patient with the bottom performer.
- After asking for feedback, I learned the areas I should work on.
- Every individual requires their own way of understanding. So, while providing training, I should train them in accordance with their merits.

Project - 4

Project Name:

Conflict Resolution

Start Date: 29th February, 2024

End Date: 31st April, 2024

Project Detail:

After completing the QA process, some of our random data is rechecked by another BPO company appointed by our client. Most of the time, our punishment judgment is synchronized, but sometimes there are some discrepancies. When there is any discrepancy, the HQ team arranges a call with both teams and discusses the punishments. After discussing both teams' explanations about punishment, the POCs from the HQ team decide who is correct or more accurate. Depending on the team's correctness, we are provided monthly CSAT scores from the client. The HQ team arranges this meeting every month, last Thursday, at 3 PM.

My Responsibilities:

In the meeting, both the teams explain their point of view and provide logical explanations for their action. After several minutes of discussion, both teams come to a particular punishment that is more logical and acceptable according to our rulebook.

Some of my colleagues and I join the weekly meetings and have discussions with the other team. I conduct the meeting and lead the discussion. My primary target is to make the HQ team understand our point of view and ensure that our team's punishment becomes more acceptable. I also make sure that the discussion never turns into an argument. We always focus on having a smooth conversation and agree on the punishment.

Image 4.1: Discussion based on this spreadsheet

Image 4.2: Another tab of the spreadsheet

They join the meeting with the same intention. They also try to prove their point and make us stand by their decision. While having the same purpose, convincing them that our team's work is accurate

is difficult. Sometimes, after listening to the discussion, the HQ team takes a few days to review it and come to a final decision.

Another challenge in this task is discussing without disrespecting the other team. Our accuracy indicates the other teams' punishment to be incorrect. Hence, maintaining professionalism appropriately is essential for both teams.

Mistakes:

- In the first call, my mindset was to win over the other team no matter what. I became very defensive that time while discussing.
- Because of my defensive attitude, my first impression of the other and HQ teams was feeble.
- Knowing that our team had wronged, I still tried to make an argument that we were correct.

Learnings:

- I always need to be calm and professional while working.
- I received feedback from my supervisor about staying calm during any interaction in the office. From then on, I acted accordingly, and all our discussions became smooth.
- Whenever I make an error, I should take full responsibility and admit my mistake.

Project - 5

Project Name:

Client Communication (WBR)

Start Date: 12th February, 2024

End Date: 31st April, 2024

Project Detail:

We have a virtual meeting with our client every Monday at 3:30 PM BST. In this call, we discuss the team's overall performance from the previous week. We have a Google spreadsheet where we keep all the records compiled. We have different LOBs to work on, and we keep all LOB accuracy details, AHT details, Production amount, and other details in the designated spreadsheet.

In the call, we discuss the ups and downs of working. Our challenges and achievements are discussed in that call as well.

My Responsibilities:

The POC from the client's end, our team's assistant manager, S.M. Samiul Haque, our operation director, and some of my teammates including me usually attend the meeting. My responsibility is to share my screen and go through the spreadsheet where all the details are compiled. Sometimes, we miss our SLA target very narrowly; in these circumstances, I convince the client to adjust.

If I can provide proper justification for missing the SLA target, then the client gives us an adjustment for that particular event. But sometimes, we cannot reach the SLA target because of our errors or reluctance; at that time, I do not ask for any adjustments.





Weekly Business Review - Team Bigo

Monday, March 4 · 3:30 – 4:00pm
Weekly on Monday



Join with Google Meet



meet.google.com/hed-mtpd-yuu



Join by phone
(US) +1 334-472-8166 PIN: 909 165 762#



More phone numbers



17 guests
4 yes (2 in a meeting room)
1 no, 12 awaiting





Samiul Haque 

Organizer

Due to client request the meeting time has been shifted



Maesha Hasnat 

Office



Ekramul Haque



Anirban Basak



Ashikul Alam
CRP Dhaka



jasmine8zyy@gmail.com



Tausif Shadlee
Office



imomgt (12) 



10 minutes before

Going?

 Yes 

No

Maybe



Image 5.1: Calendar invitation of the WBR

[illegible][illegible]

Challenges:

The client's POC cannot speak or understand English very well. To make her understand anything is very difficult, which is the initial challenge. On top of that, I have to convince her to understand our situation and to give us adjustments. If she doesn't provide us with adjustments, she makes a

deduction from our monthly invoice, which is cost-efficient for them. By requesting and showing her valid reasons for missing the SLA target, I get adjustments for the team.

Sometimes, when a content moderator makes errors and misses our SLA target for accuracy, their ID stays deactivated for live work for a few days. Then, we need to provide them with training again, and after finishing the training session, they can rejoin the live work; this causes an insufficient workforce within the team. Then, we have to arrange backups for them to keep the operation running smoothly.

Mistakes:

- For security purposes, all our organization's employees must change their email password before 90 days. One day, while joining the call, I had to reset my password at the last moment, which took me a few minutes, and because of me, everyone was kept waiting in the call.
- I should not have joined the meeting without suitable preparation.

Learnings:

- I learned that I should not leave any work for the last moment and keep the most minor things updated.
- "Always do your homework" - I learned that day. From that day, I always prepared myself before any calls or meetings.

Project - 6

Project Name:

Potential Client on Trial Period

Start Date: 4th March, 2024

End Date: 17st March, 2024

Project Detail:

Our sales team had a potential client information who wanted to work with Quantanite. The client's name was 'GrubHub Inc.,' an American online and mobile prepared food ordering and delivery platform based in Chicago, Illinois. They were willing to work with us, and they wanted to test us before they signed any agreement with our organization. Their SLA requirements were maintaining 98% accuracy, and the AHT target was 3 hours. The main task was to build restaurant menus according to the rulebook for their food ordering and delivery platform.

They would start working with us if we could have provided our service according to their demand. A potential client is crucial for a BPO company, and GrubHub Inc. was a huge client. If we could met all the SLA parameters, they would have been working with us with more than 100 content moderators in the team.

My Responsibilities:

Our organization chose six of its best-performing associates to work on this project, and I was one of them. We were provided with the rulebook to follow while working. On the first day of this project, our vice president met us and informed us about the importance of the project. Then, we went through the rulebook. And from the second day, we had to build menus on the platform 'Okta.' And we received instructions for a menu from 'Salesforce.' We also needed to input restaurant details into Salesforce before building a menu.

While building a menu, the most crucial part is the price of a food item. GrubHub can sue us for inputting an incorrect price of an item. So, we were supposed to be extra careful while inputting any price.

After two weeks of the trial period, our hard work paid off. The potential client, GrubHub Inc., has recently inbound in a written contract with our organization.

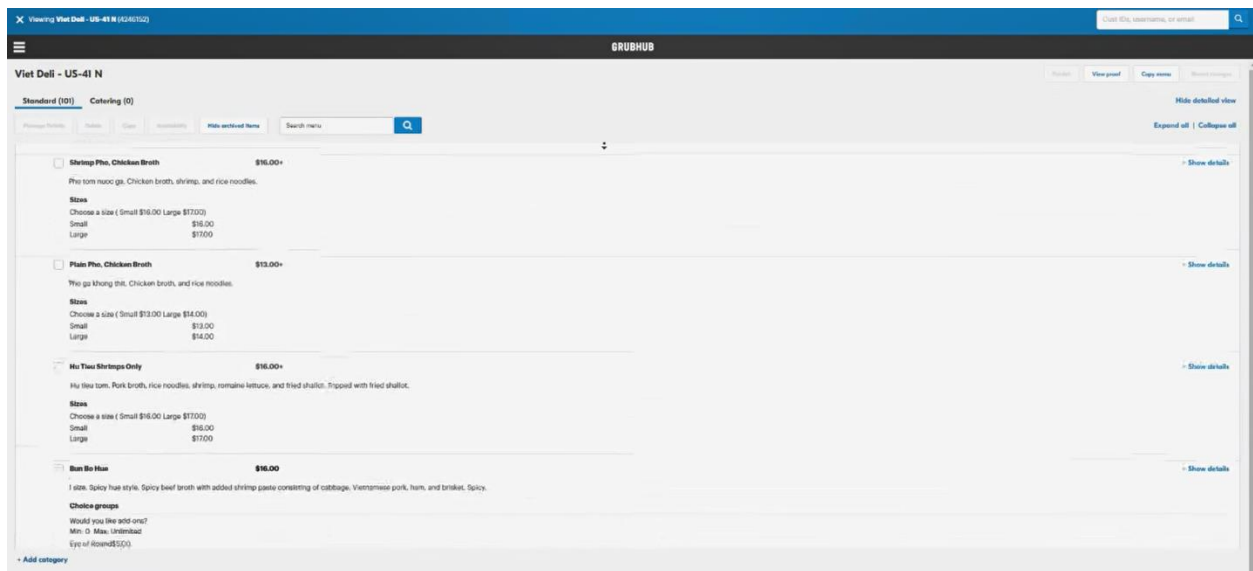


Image 6.1: Okta interface while working on a menu

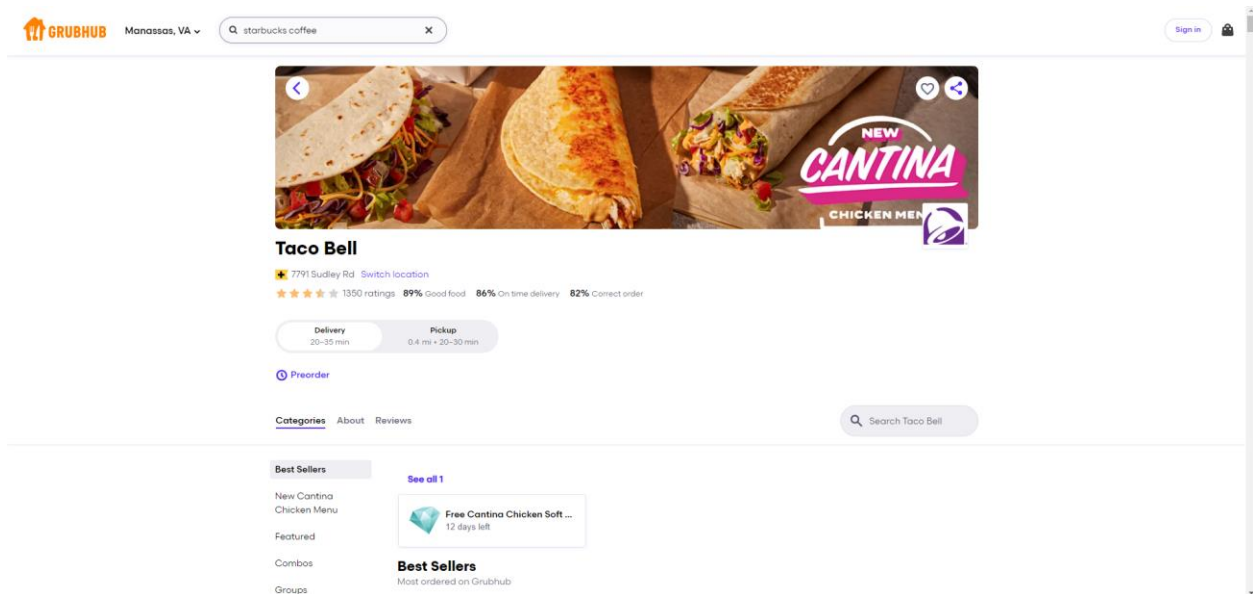


Image 6.2: Interface after publishing a menu

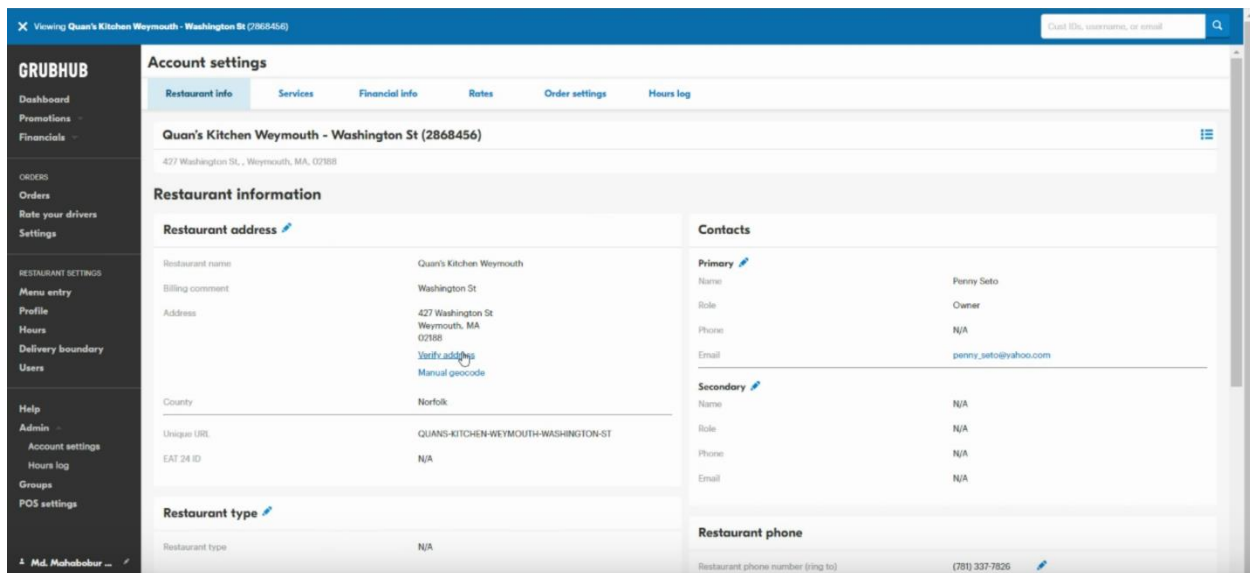


Image 6.3: Inputting address details

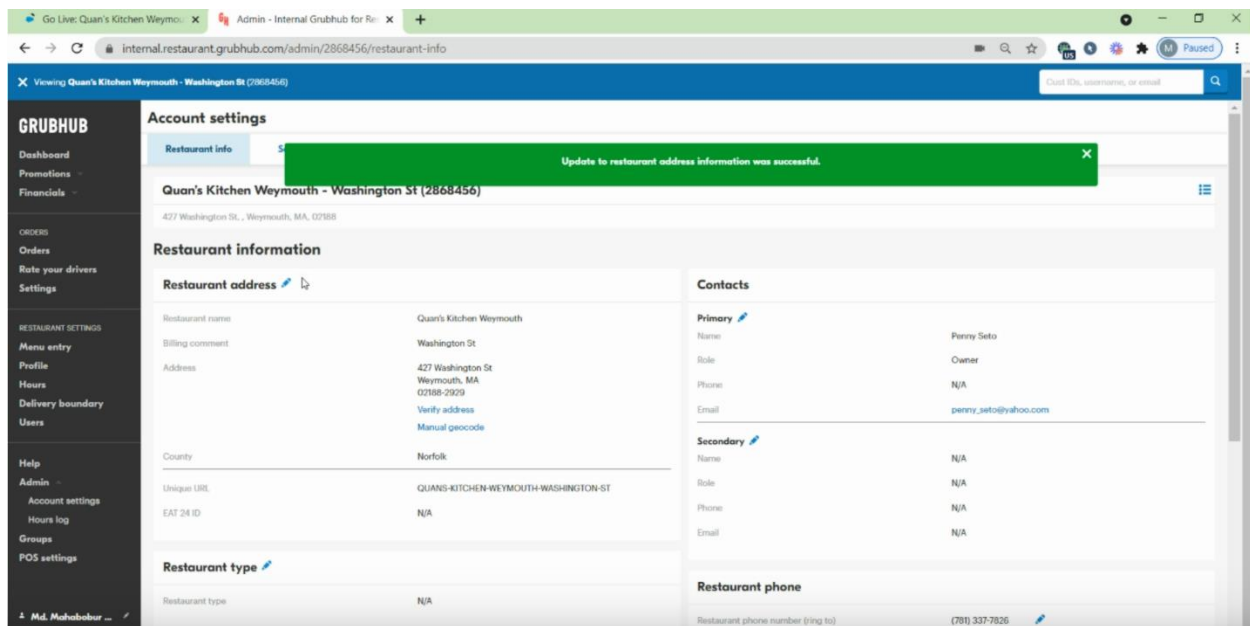


Image 6.4: Restaurant address updated

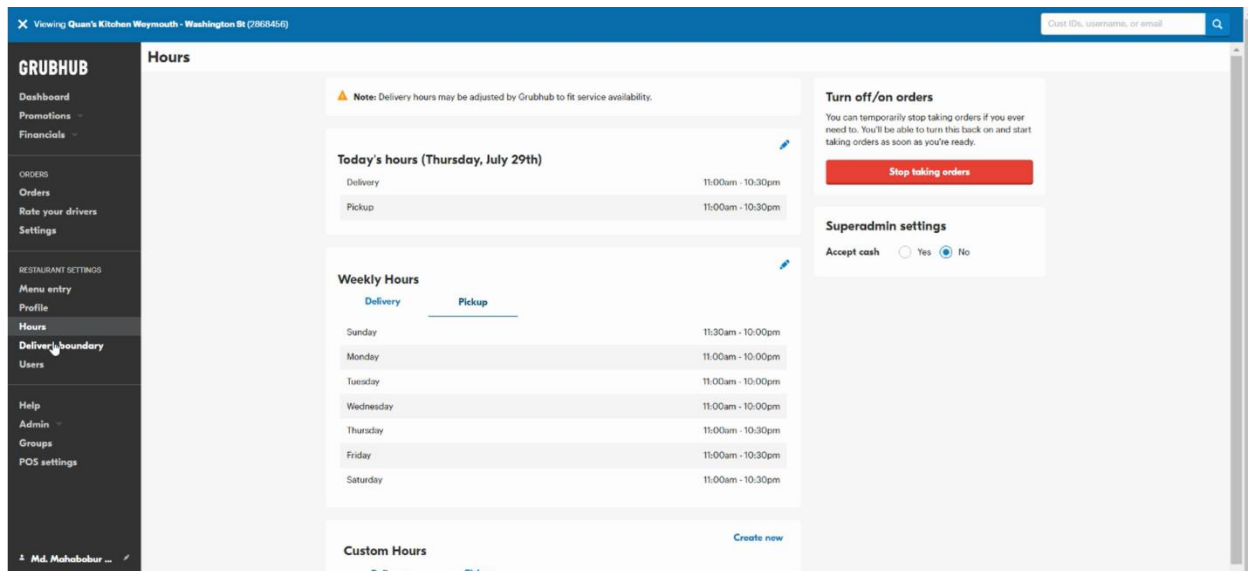


Image 6.5: Updating restaurant timings

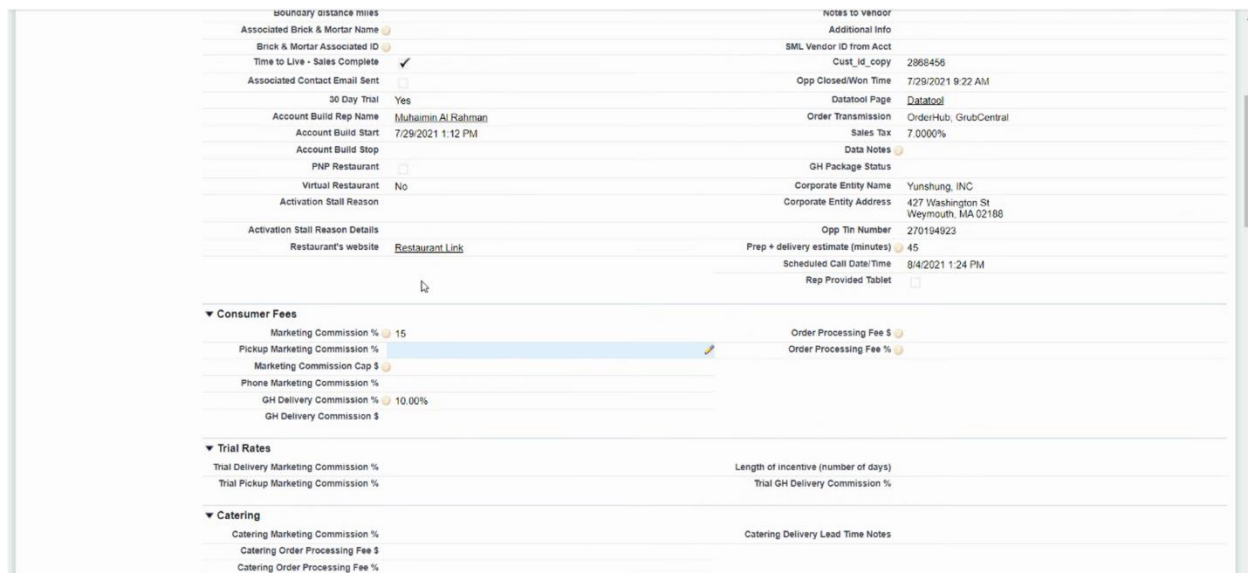


Image 6.6: Finalizing all the updates in the Salesforce

Challenges:

The whole work process was new to us, and we had to perform above 98% accuracy from the first day, which was very difficult for us. For the first few days, we worked on seeing the rulebook every time. As it was a potential client, our organization prioritized this matter to the highest. Our work was constantly monitored.

We were under heavy mental pressure to work precisely and accurately. Our supervisor guided us and helped us to achieve our target.

Mistakes:

- I didn't realize the seriousness of the project and worked accordingly.
- The whole interface was new as we worked on a new back end. Initially, we needed help finding many things on the back end.

Learnings:

- Potential clients are significant to a BPO organization.
- I got an introductory lesson on using platforms like Okta and Salesforce.
- I got an introductory lesson on using platforms like Okta and Salesforce.

Project - 7

Project Name:

Hour Calculation for Monthly Salary

Start Date: 26th January, 2024

End Date: 31st April, 2024

Project Detail:

As the associates are paid hourly, a count for total working hours is sent to the accounts department from the operations department. Every team's supervisor is responsible for this part.

The hour calculation is complex because there are three types of working hours, and every employee's working hour needs to be divided into the correct order to identify the correct salary. The types of working hours are:

- Regular Hours: An employee's usual or regular working hours.
- Public Holiday Hours: Employees willing to work on a public holiday get paid extra.
- Unsociable Hours: Those who work the night shift get extra hourly payment for working the night shift.

Supervisors cannot see the payable base for each employee as salary is confidential information. Only the accounts team has access to every employee's payable base. The supervisors only accumulate the working hours and divide them into three sections. The accounts team does the rest of the calculation.

My Responsibilities:

As my minor was BBA at graduation, I volunteered with my line manager and asked him if I could compile the hours calculation for January 2024. Seeing my confidence and performance, my line manager allowed me to work on this project.

I have to take data from our daily attendance spreadsheet and create another spreadsheet with the required data. Which employee worked on which shift and any attendance-related information about shift times are provided in the attendance spreadsheet. According to our company policy, I have to gather all the data and separate the total hours into three sections. After compiling and arranging all the data, I have to email it to one of the Assistant Managers of our organization to finalize it.

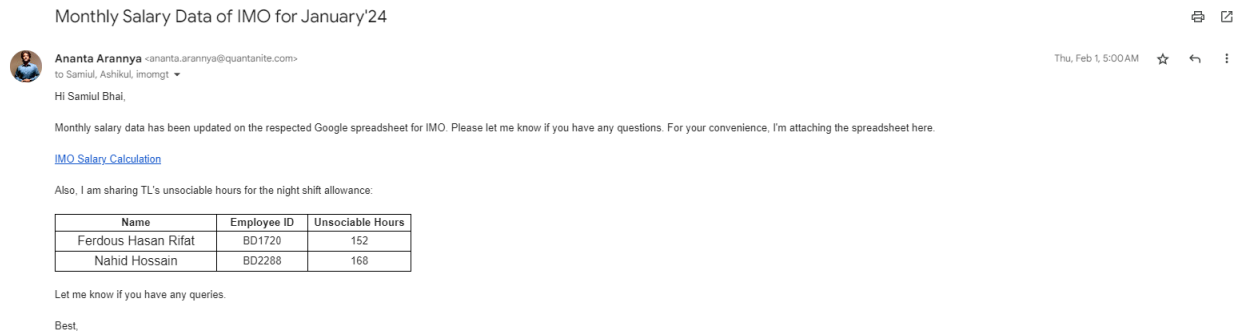


Image 7.3: Email sent after the task completion

Challenges:

The primary pressure while doing this task is that there is no place for error in this task. My task will result in every employee's salary for the previous month. One error can cause no payment for any particular employee.

Another challenge while working on this was that I had to compile all the data and send it to the designated receiver before noon on 1st February 2024. I could only start the task after 2 AM on 1st February as the night shift starts at 2 AM. After getting the night shift employees' attendance data, I could start my work.

Mistakes:

I did everything correctly while working on the hourly data. Once, I was frustrated that it was taking a lot of time, and I thought I would miss the deadline for the submission, but my line manager helped me and showed me some shortcuts to do the work accurately and quickly.

Learnings:

- I learned the primary use of formulas in a spreadsheet from my Principles of Accounting course, which helped me immensely in this task. My line manager showed me some advanced levels of spreadsheet work while working.
- I have learned some functions and formulas of spreadsheets.
- I learned not to panic and look for solutions calmly.

Project - 8

Project Name:

Business Development (Back-Up Shift)

Start Date: 18th March, 2024

End Date: 31st April, 2024

Project Detail:

In Quantanite, everyone is appreciated for any new and efficient ideas for the team's betterment. If anyone has any new idea, they need to share it with their line manager, and if it is a good idea, it will be implemented in the team.

Our SLA target for AHT is 60 seconds, so we needed to maintain this 60-second AHT during the shift transition time. We needed a plan to do so, and everyone in our team was asked for any plan they had.

My Responsibilities:

To maintain the AHT below 60 seconds, we needed a plan to implement during the shift transition period. Our team's precious shift timings were:

- Shift A: 10 AM to 6 PM
- Shift B: 6 PM to 2 AM
- Shift C: 2 AM to 10 AM

Between the shift transition times, 10 AM, 6 PM, and 2 AM, the AHT gets high as one team ends and another starts their shift. I wanted to generate an idea to mitigate this problem.

After researching and observing the work patterns, I have come up with an idea that has helped our team control the AHT during the transition period. I have suggested that my manager should keep two new shift times for our team, who will be active and working during the transition. The new two shift timings are:

- Shift D: 7 AM to 3 PM
- Shift E: 4 PM to 12 AM

In these times, the work pressure stayed high, and we could not keep the AHT on par with the SLA target. After implementing these new shift timings, we have overcome the problem, and now the AHT is always under control.

Workplace Log

01/01/24
IN: 9:42 AM

Orientation

Email: ananta.aranya@qantainte.com

IT Room: 9th floor

HR Room: 11th floor

Operation: 9th, 10th & 12th floor

(My team: 12th floor)

Staff Handbook received

Lunch Break: 1 PM to 2 PM

Had an Ice-breaking session with my supervisor. We will be handed over to our team on the 2nd January (tomorrow).

HR manager discussed company rules with all the new recruits. And we had a Question-and-Answer session.

Out: 6:02 PM

Image 1: Work log of 01/01/24

02/01/24
IN: 9:48 AM

We have been handed over to the 'Learning & Development' team. Our primary training will be provided by them.

Client Name: Bigo (IMO)

Types of work 4:

① Text

② Picture

③ Voice / Audio

④ Video

Above mentioned 4 sections has the different sub-sections.

* LOB = Line of Business

Out: 6:08 PM

Image 2: Work log of 02/01/24

24
8 AM

LOBs

03/01/24
IN: 9:47 AM

① Text :

- * IMO Tent Business
- * IMO Tag
- * Radio Business (Text)

② Picture :

- * IMO Picture Business
- * Radio Business (Picture)

③ Voice/Audio :

- * Voice Channel CPS
- * Voice Channel Inspection
- * Radio Business (Audio)

④ Video :

- * Public Story
- * IMO TGR Business
- * IMO Planet Business

Out: 6:12 PM

Image 3: Work log of 03/01/24

04/01/24
IN: 9:52 AM

- # Bank account creation (EBL)
- # Member from the bank discussed about loans and credit cards.
- # Educational documentation submission to HR.
- # Employee contract finalization and sign the document.
- # Orientation ~~in~~ in the team and with the team managers.

Out: 6:01 PM

Image 4: Work log of 04/01/24

4
AM

05/01/24
IN: 9:48 AM

Training starts with the QA teams.

Punishment Reasons (Main):

- ① Pornography
- ② Soft porn and vulgar scene
- ③ Bloody / Horror / Violence
- ④ Politics and Religion
- ⑤ Underage violation
- ⑥ Prohibited items
- ⑦ Fraud / Infringement
- ⑧ Abusing and Personal Attack
- ⑨ Private Info
- ⑩ Unsuitable Scene
- ⑪ Low Quality

Out: 6:13 PM

Image 5: Work log of 05/01/24

08/01/24
In: 9:55 AM

Punishment Reason (Sub):

⑩ Pornography : * Prostitution

* Sexual Behaviour

* Pornographic Info

* Porn (Other)

⑪ Soft porn and vulgar scene : * Sexually Suggestive Behave

* Focusing Behaviour

* Intimate Behaviour

* Dress Code

⑫ Bloody/Horror/ Violence : * Suicide Game

* Suicide & Self Harm

* Violence/Bloody Scene

* Horror

⑬ Politics and Religion : * Terrorism

* Politics & Religion Related

⑭ Underage Violation : * Underage Security

* Underage Clothing

Out: 6:12 PM

24
AM

09/01/24
IN: 9:48 AM

Continues:

⑩ Prohibited Items: * Drug

* Weapon

* Gambling

* Smoking & Drinking

⑪ Fraud/Infringement: * Impersonation/Scam

* Induced behaviour

⑫ Abusing and Personal Attack: Any type

⑬ Private Info: Any type

⑭ Unsuitable Scene: * Uncomfortable content

* Corpse & Funeral

⑮ Low Quality: Any type

Out: 6:14 PM

10/01/24
In: 9:45 AM

Judgement criteria for movie and television scene:

- ① TV logo visible
- ② Player App logo visible
- ③ Movie posters
- ④ Rectangular film and television screenshot with a ratio of 16:9

Out: 6:08 PM

Image 8: Work log of 10/01/24

4
AM

11/01/24
IN: 9:58 AM

Training complete

Shadow work:

① Text: * IMO Text Business

②

* IMO Tag

* Radio Business

⑩ Picture: * IMO Picture Business

* Radio Business (Picture)

Out: 6:02 PM

Image 9: Work log of 11/01/24

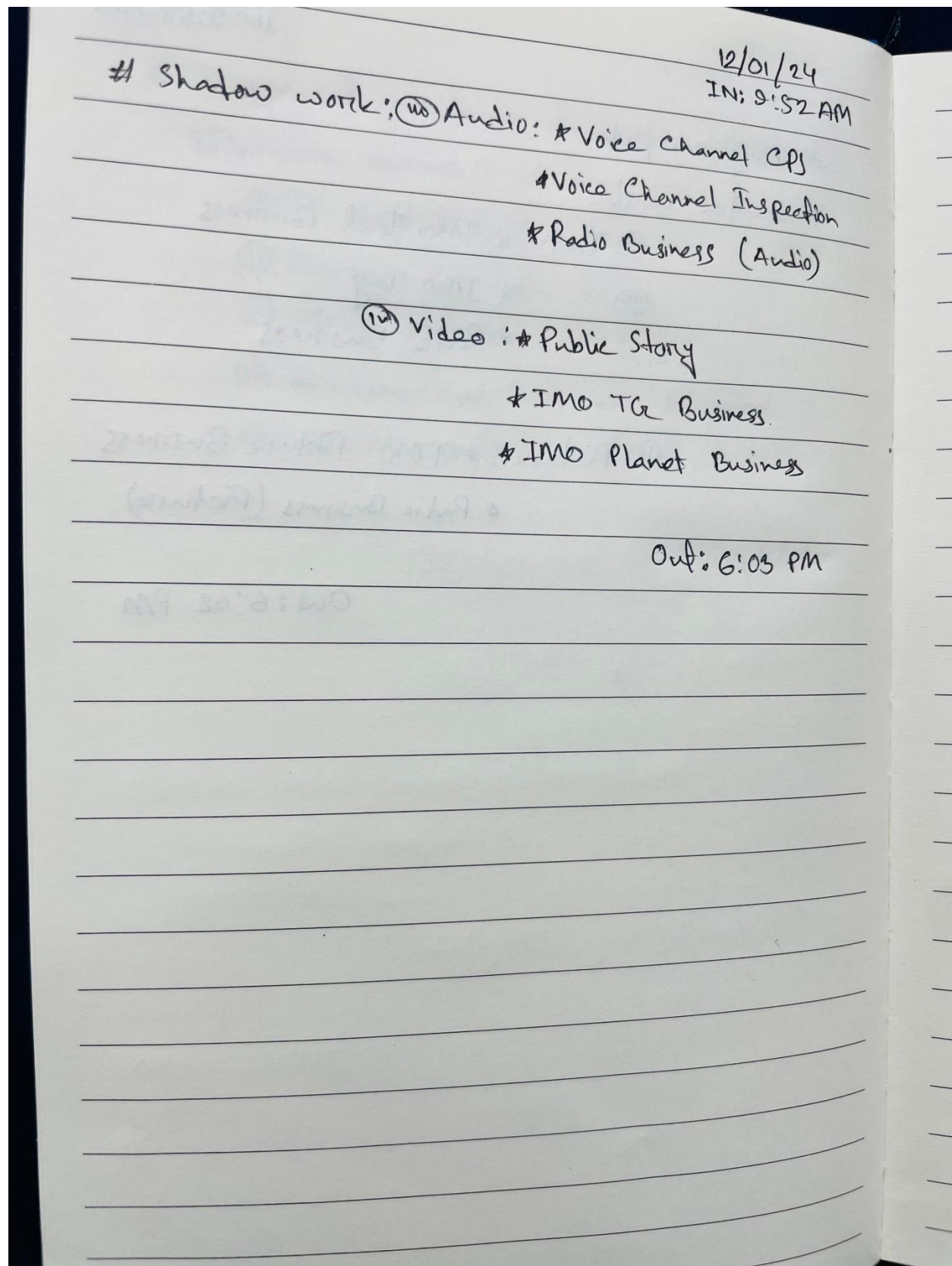


Image 10: Work log of 12/01/24

15/01/24

IN: 9:48 AM

Live work from today

* Team huddle at the start of the shift by shift supervisor

* Team huddle in the end of the shift by manager

* Worked on Tent business

* Worked on Picture business

* Total Audit Amount: 473 data

Out: 6:08 PM

Image 11: Work log of 15/01/24

16/01/24

In: 9:40 AM

Team huddle at the start of the shift

Team huddle in the end of the shift

Worked on the Audio business

Worked on the video business

Total Audit Amount : 384 data

Out: 6:10 PM

Image 12: Work log of 16/01/24

17/01/24

In: 9:57 AM

My previous day accuracy percentage
is 98.76%.

My accuracy is below the SLA target

Received a ~~training~~ training from the
QA team.

As a new associate they let me go
after a very short session.

Out: 6:03 PM

Image 13: Work log of 17/01/24

18/01/24
IN: 10:06 AM

- # I came to office 6 minutes late.
- # RT was over 60 seconds because of my lateness.
- # Previous day Accuracy: 99.18%
- # Worked on Tent & Picture business.
- # Total Audited amount: 684 data

Out: 6:20 PM

Image 14: Work log of 18/01/24

1
Am

19/01/24
IN: 10:07 AM

I came to office late.

RT was over 60 seconds because of ~~me~~
my lateness.

Previous day accuracy : 99.07%

Worked on Voice & Video business.

Total audited amount: 5.77 data

Joined shift start huddle

Joined shift end huddle

Pm

Out: 6:12 PM

Image 15: Work log of 19/01/24

22/01/24
IN: 9:47 AM

Daily huddle

Grot assessed for QA

Previous day accuracy: 99.62%

Audit amount: 688 data

Out: 6:18 PM

23/01/24
IN: 9:42 AM

Daily huddle

Written exam for QA assessment

Analytical exam for QA assessment

Out: 6:12 PM

24/01/24
IN: 9:42 AM

Daily huddle

Daily QA work: ① Check text data

(Started
Practicing)

② Check Picture data

③ Check Audio data

④ Check video data

⑤ Provide training if needed

Out: 6:13 PM

Image 16: Work log of 22/01/24, 23/01/24 & 24/01/24

01/24
4:47 AM

25/01/24
IN: 9:55 AM

- # Daily huddle
- # Join interview for QA with supervisor
- # Daily QA tasks (Practice)

Out: 6:08 PM

8 PM

26/01/24
IN: 9:41 AM

1 AM

- # Daily huddle
- # Interview with manager for QA assessment
- # Responsibility taken for January month's employee working hour count.
- # Daily QA tasks (Practice)

PM

AM

Out: 8:17 PM

ended

PM

Image 17: Work log of 25/01/24 & 26/01/24

29/01/24
IN: 9:45 AM

Daily huddle

QA assessment result received by → selected

Daily QA-task (Practice)

Out: 6:03 PM

30/01/24

IN: 9:58 AM

Daily huddle

Official announcement of new QAs

Daily QA task (practice)

Last working day as a content moderator.

Out: 6:08 PM

Image 18: Work log of 29/01/24 & 30/01/24

31/01/24
IN: 9:42 AM

Daily huddle

First day as QA

Responsibility to train bottom performers.

Full fledged QA tasks from today.

QA tasks:

① Text auditing

② Picture auditing

③ Audio auditing

④ Video auditing

⑤ Training (Bottom Performers)

⑥ Call with HQ (Monthly)

⑦ WBR - Weekly Business
Review (Weekly)

⑧ Help others to perform
better.

Out: 6:14 PM

Image 19: Work log of 31/01/24

01/02/24
IN: 9:58 AM

- # Daily huddle
- # Shadow working with other PAs
- # Daily PA tasks
- # January month's hour calculation submitted

Out: 6:07 PM

02/02/24

IN: 9:52 AM

- # Daily huddle
- # Shadow working with other PAs
- # Daily PA tasks

Out: 6:13 PM

Image 20: Work log of 01/02/24 & 02/02/24

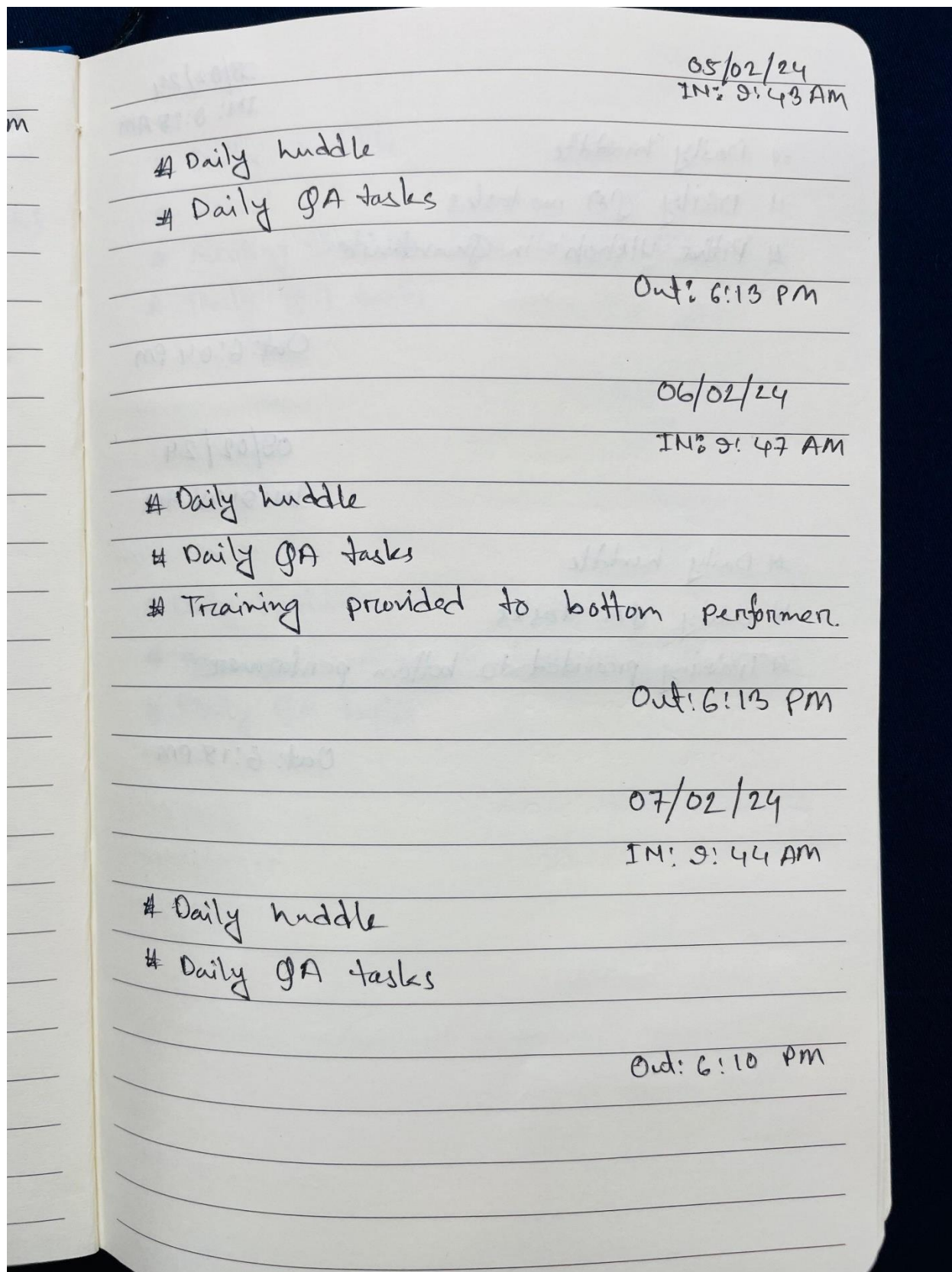


Image 21: Work log of 05/02/24, 06/02/24 & 07/02/24

08/02/24

IN: 9:28 AM

Daily huddle

Daily QA ~~work~~ tasks

'Pitha Utshob' in Guandanite

Out: 6:04 PM

09/02/24

IN: 9:48 AM

Daily huddle

Daily QA tasks

Training provided to bottom performer

Out: 6:18 PM

Image 22: Work log of 08/02/24 & 09/02/24

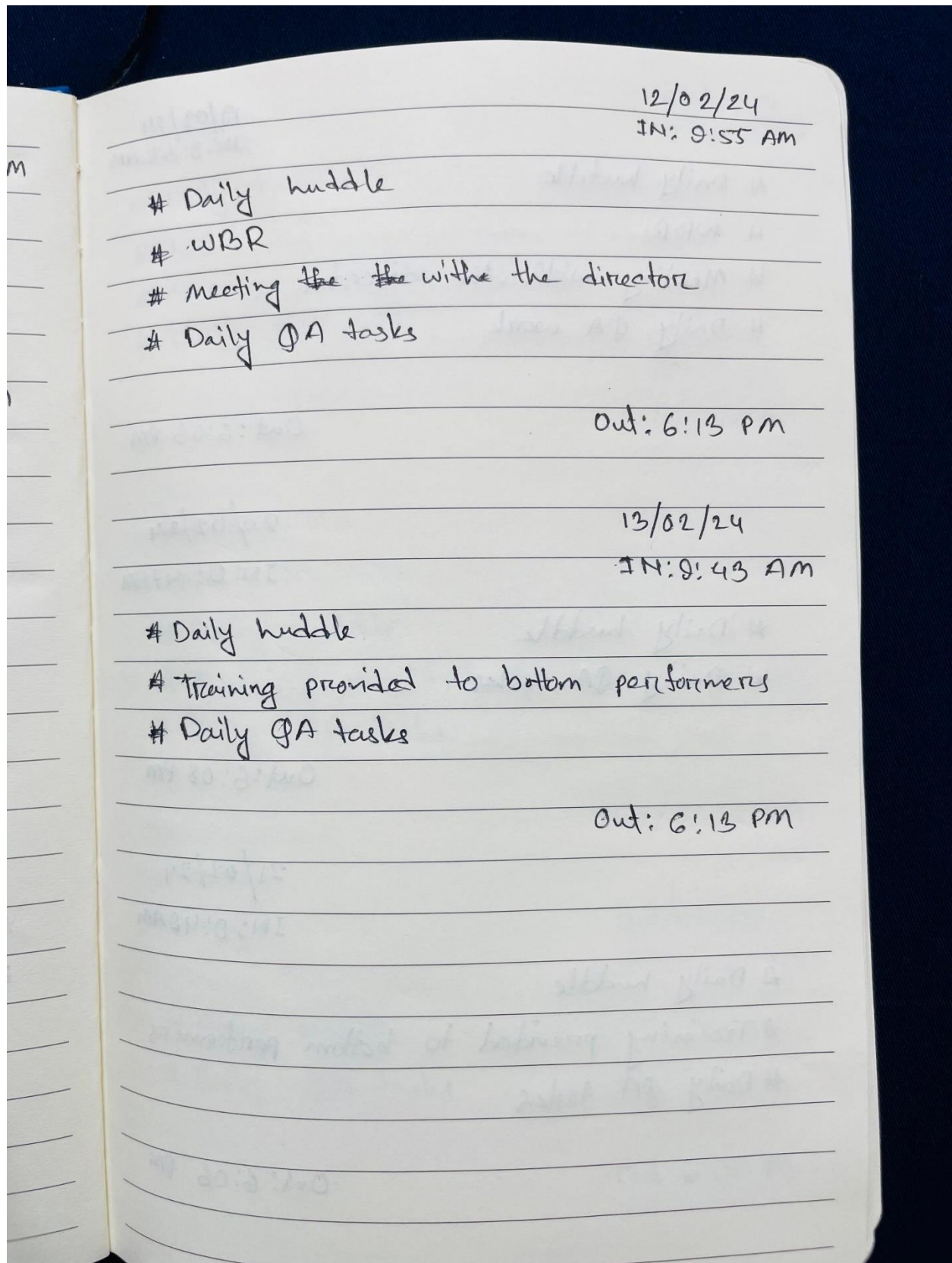


Image 23: Work log of 12/02/24 & 13/02/24

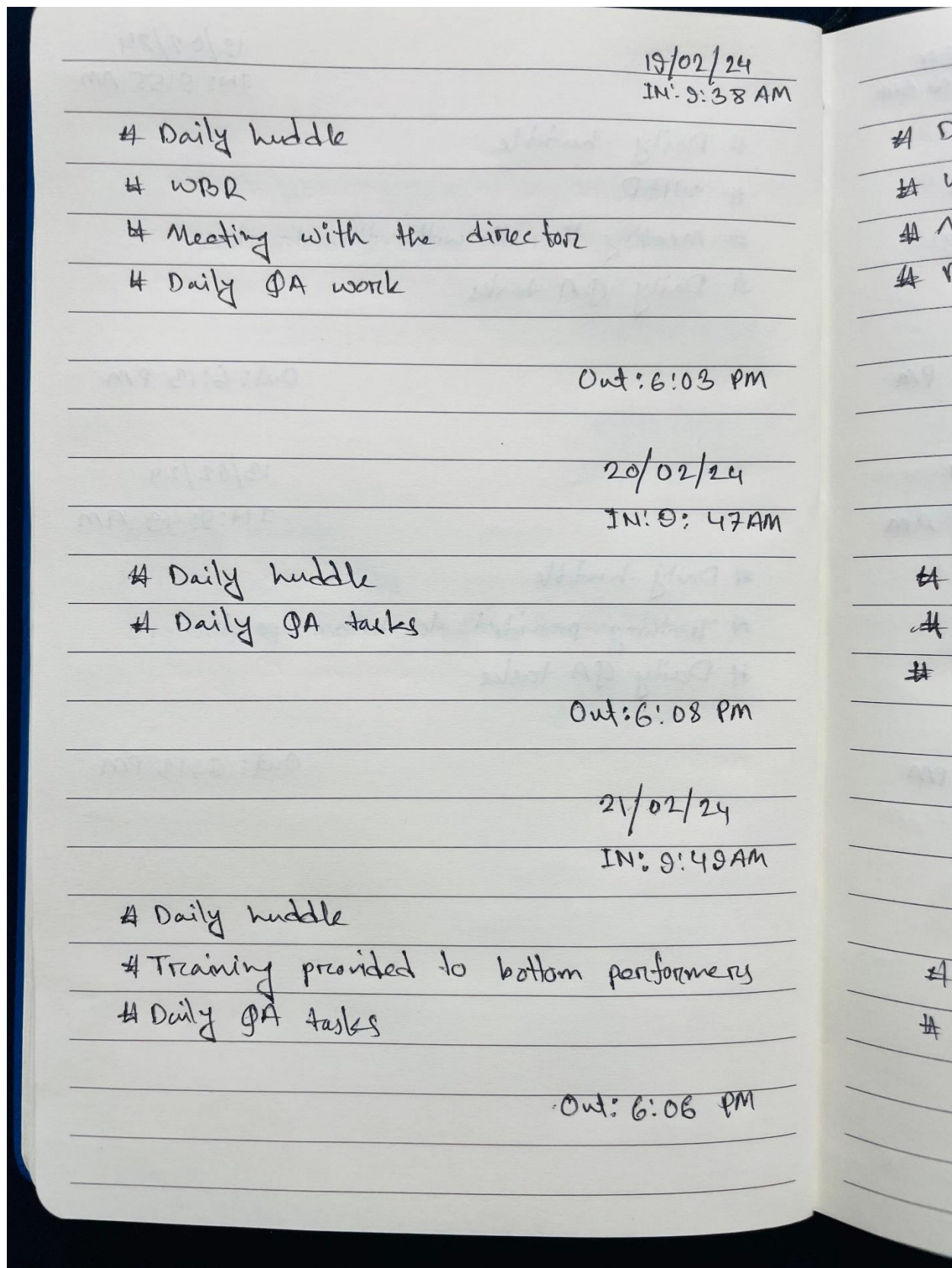


Image 24: Work log of 19/02/24, 20/02/24 & 21/02/24

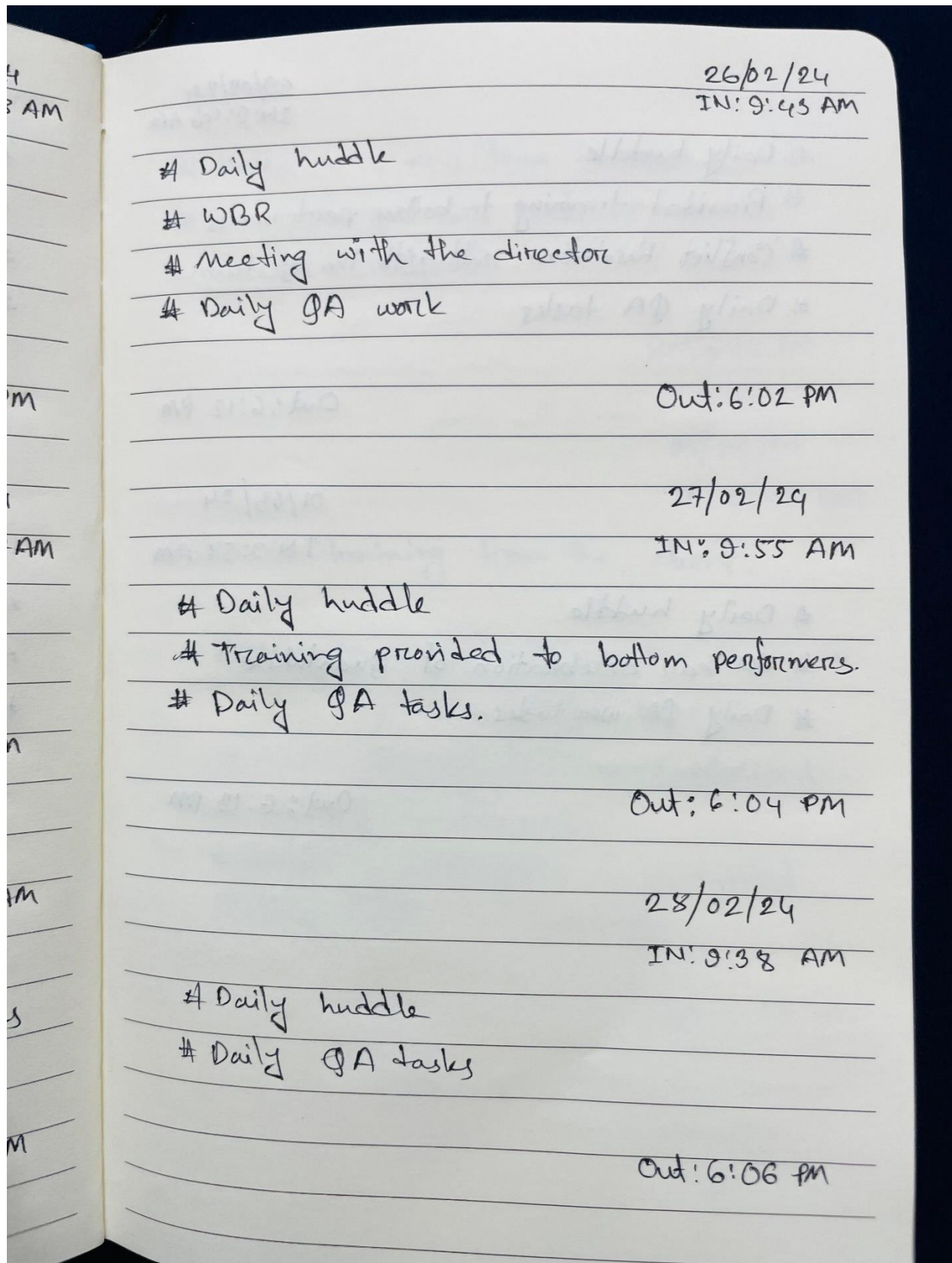


Image 25: Work log of 26/02/24, 27/02/24 & 28/02/24

29/02/24
IN: 9:46 AM

Daily huddle

Provided training to bottom performers

'Conflict Resolution' call with the HQ team

Daily QA tasks

Out: 6:12 PM

01/03/24

IN: 9:51 AM

Daily huddle

10 Year celebration of Quantarite

Daily QA tasks

Out: 6:13 PM

Image 26: Work log of 29/02/24 & 01/03/24

04/03/24

IN: 9:37 AM

- # Moved to a new team 'GruubHub'.
- # Team changed for next two weeks.
- # Received rulebook

Out: 6:18 PM

05/03/24

IN: 9:43 AM

- # Received training from the client.

Category → Item → Description → Price →
Extras → Extra Price

- ☑ Cheese names should be capitalized
- ☑ Alcohol is prohibited
- ☑ Other grocery items is prohibited
- ☑ Only food and beverage

Out: 6:08 PM

Image 27: Work log of 04/03/24 & 05/03/24

06/03/24
IN: 9:58 AM

Received training from the client

Category Name: Title case

Category Description: Sentence case

Item Name: Title case

Item Description: Sentence case

Price: In cents

Out: 6:17 PM

07/04/24

IN: 9:55 AM

Call with the client

Build Menu

Out: 6:07 PM

08/03/24

IN: 9:43 AM

Call with the client

Build menu

Out: 6:14 PM

Image 28: Work log of 06/03/24, 07/03/24 & 08/03/24

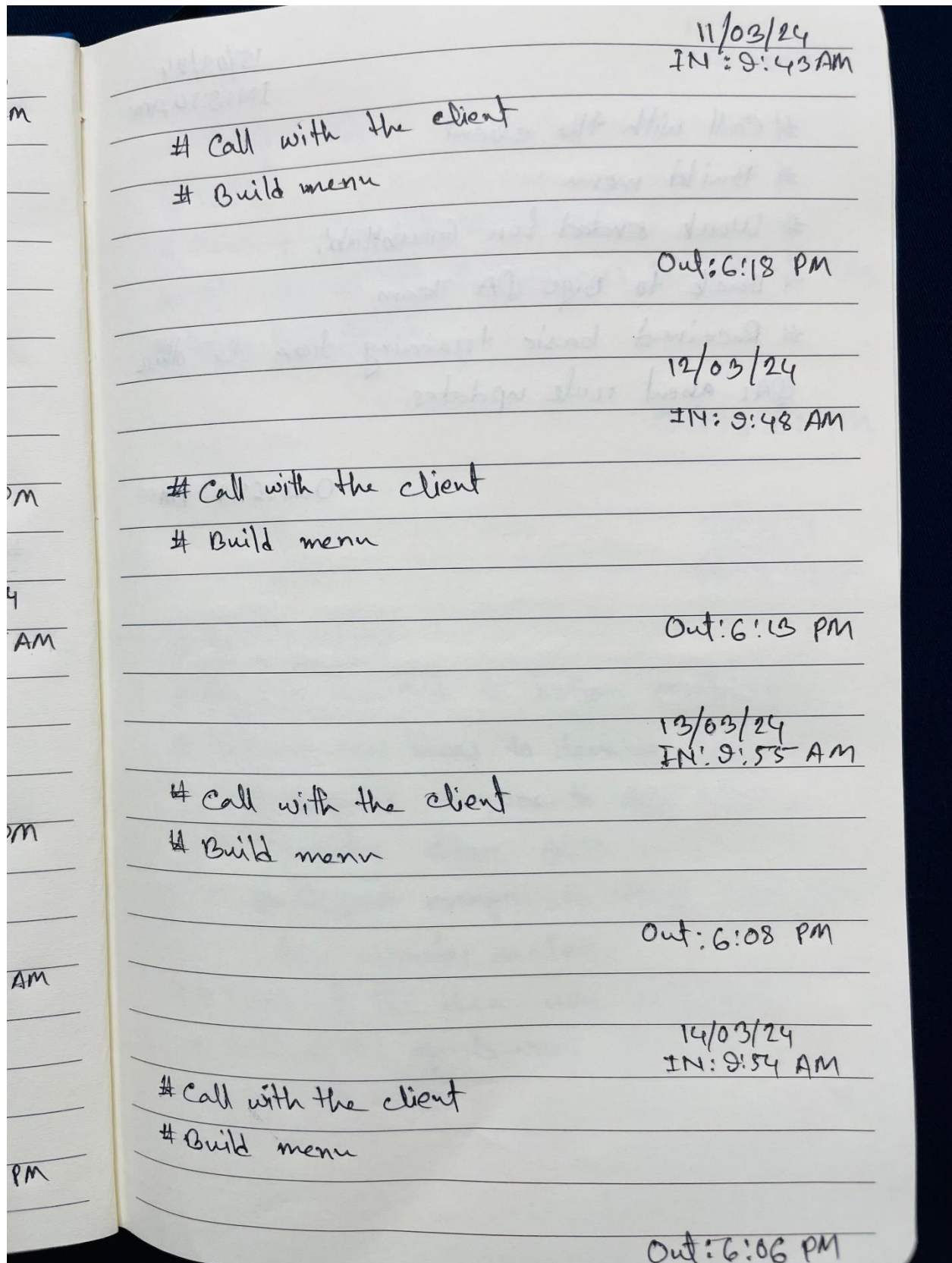


Image 29: Work log of 11/03/24, 12/03/24, 13/03/24 & 14/03/24

15/03/24

IN: 9:50 AM

Call with the client

Build menu

Work ended for 'GrecubHub'.

Back to Bigo QA Team

Received basic training from the other
QAs about rule updates

Out: 6:11 PM

Image 30: Work log of 15/03/24

18/03/24

IN: 9:50 AM

Daily huddle

WBR

Meeting with the director

Got informed about 'Business Development' idea

Daily QA tasks

Out: 6:03 PM

19/03/24

IN: 9:43 AM

Daily huddle

Training provided to bottom performers

Applied new ideas to develop business

☐ Request everyone to stay a few minutes after shift.

☐ Request everyone to start work a few minutes earlier.

None of the idea was implemented as most of the agents were not convinced.

Daily QA tasks

Out: 6:20 PM

Image 31: Work log of 18/03/24 & 19/03/24

20/03/24

IN: 9:45 AM

Daily huddle

Training provided to bottom performers

Daily QA tasks

Out: 6:20 PM

21/03/24

IN: 9:40 AM

Daily huddle

Training provided to bottom performers

Trained the whole team about rule
update in the 'Voice Channel CPS'
business

Daily QA tasks

Out: 6:10 PM

Image 32: Work log of 20/03/24 & 21/03/24

22/03/24
IN: 9:44 AM

- # Daily huddle
- # Daily QA tasks
- # Last working day at Office. Home office given because of Ramadan & Eid-ul-Fitr.
- # Responsibilities while working from home:
 - * Daily huddle (Google meet)
 - * Daily QA tasks
 - * Provide training to bottom performers
 - * Provide training for any rule updates
 - * WBR
 - * Meeting with the director
 - * 'Conflict Resolution' call with the HQ team
 - * Brainstorm for Business Development ideas
 - * Clear any confusion of the agents
 - * Always attend calls whenever asked
 - * Always active on the Google Chat
- # Return to Office: 22 April
- # Received laptop, charger, mouse, headphones for work from home

Out: 6:40 PM

Image 33: Work log of 22/03/24

26/03/24

Start 11:05 AM

Daily huddle

Daily QA tasks

New shift timing suggested

* Shift D: 7 AM to 3 PM

* Shift E: 4 PM to 12 AM

'GrubHub' confirmed that they will be working with us live ~~for~~ from 3rd June.

Quantarite will recruit new agents for 'GrubHub'.

We received bonus for working in the project

End: 6:00 PM

Image 34: Work log of 26/03/24

28/03/24
start: 9:59 AM

Daily huddle

Daily QA tasks

My new shift timing suggestion has been approved and the plan will be implemented from 1 April

Conflict Resolution call with the HQ team

End: 6:00 PM

Image 35: Work log of 28/03/24

Internship Appraisal

My internship journey has been smooth, and I am eternally grateful to my supervisor and the Quantanite Bangladesh Ltd. team. I work five days a week from 10:00 AM to 6:00 PM. Overall, my internship opportunity has been a 10 on 10 regarding my efforts, the guidance I have received, and the tasks I have accomplished.

Working in Quantanite Bangladesh Ltd. feels like my voice has a platform, and my opinions and efforts fulfill some purpose. This is immensely valuable for an intern as having such significance in an entry-level position hardly exists in other workplaces. My supervisor and my teammates have consistently pushed me to flourish my talents and, at the same time, to enhance my skills. I have been learning to work professionally since day 1, and I continue to do so.

In my internship, I am learning client communication on an international level. Also, I get to lead a close-knit team, which is a fantastic opportunity. This workplace has career growth, which is another boost to my potential to learn and reach higher.

Self-Assessment Form

The purpose of this survey is to obtain students input on how they think they have performed.

Name of Intern: Ananta Anupam Arannya

University ID: 162012037

Name of the Institute/Organization:	Quantanite Bangladesh Ltd.		
Corporate Office Address:	Plot # A/5, (9th Floor), Block # A, Section # 14, Mirpur, Dhaka – 1206, Bangladesh		
Email:	hr@quantanite.com	Web:	www.quantanite.com

1. During a typical week, approximately how many hours did you dedicate to your internship?

Up to 48 Hours

2. Was your internship paid? If yes, how much?

Yes, 80 taka per hour.

3. Was your site supervisor available to meet when needed? Tick any one of the following.

☐ Not at all
 ☐ Slightly
 ☐ Moderately
 ☐ Quite a bit
 ☒ A great deal

4. Next, we would like to know how you were affected by your internship. Using the scale below, please indicate the degree to which participation in your internship experience increased or strengthened your abilities, attitudes, awareness or understanding in each of the areas identified:

1=Not at all 2=Slightly 3=Moderately 4=Quite a bit 5=A great deal

NO	CRITERIA (Personal)	RATING
1	I have a sense of satisfaction in doing something worthwhile.	5
2	I believe in my ability to make a difference.	4
3	I am open to new experiences.	5
4	I have gained the capacity to be more productive.	5
5	I can recognize my personal strengths.	4
6	I can recognize my personal weaknesses.	4
7	I have a sense of personal achievement.	5

8	I have the ability to persevere in difficult tasks	4
NO	CRITERIA (Social/Interpersonal Impact)	
9	I demonstrate concern for the welfare of others	5
10	I can be understanding and appreciative of people with diverse backgrounds	5
11	I have the ability to work cooperatively with others	5
12	I have the ability to communicate effectively	5
13	I have increased my ability to be a leader	4
14	I feel more connected to my community	4
NO	CRITERIA (Academic learning impact)	
NO	CRITERIA (Academic learning impact)	
15	I have acquired knowledge from the job duties I performed	5
16	I have broadened my critical thinking skills (reasoning, problem solving)	5
17	I have learnt the ability to work independently	4
18	I feel my classroom learning was enriched	4
19	I have the ability to connect academic subject matter to the real world.	4
NO	CRITERIA (EMPLOYMENT/JOB SPECIFIC IMPACT)	
20	I developed specialized technical skills for a specific job function	4
21	I broadened my future employment possibilities	4
22	I received an opportunity to explore a specific career	4
23	I developed realistic ideas about the work world	5
24	I narrowed my future possible career choices.	4
25	What is your average score from this test?	4.5

5. General Comments

As an intern at Quantanite Bangladesh Ltd., a window has opened up for me to peek through the actual scenario of a professional workplace and its surroundings. During my academic journey at ULAB, I was taught the theories I implement daily at my workplace. As a public relations major, this practical experience will help me excel in my career and go forward.



Signature of Intern

Professional Competence

Quantanite Bangladesh Ltd. is an international BPO firm which is one of the pioneers of this sector in Bangladesh. Initially, I thought I would face difficulties learning and thriving since I needed more knowledge in this sector. However, my interview in Quantanite was interactive and helpful since my supervisor and other board members briefly described how the company works and my job responsibilities. Eventually, I grasped my tasks and could enhance my knowledge of the BPO sector.

In my internship, I get hands-on experience in the corporate world and its business model. The competencies that I am achieving through this journey of mine are described below:

- **International Client Communication:** I regularly dealt with clients based in the US and China. I participated in the client meetings weekly and directly communicated with them.
- **Training:** I got the training for my tasks in the first two weeks of my joining. Later, I was assigned to train the core performers who could not achieve 99% accuracy so that they could attain the SLA targets.
- **Content Moderation:** I have worked with two clients simultaneously for their content moderation back end. These two businesses were based on an online food delivery system and social live-streaming platform.
- **Teamwork:** I have worked in two teams, and from day 1, I have learned to blend in with many teammates. This prospect has helped me maintain workplace coherence, learn to behave, and work in large groups with combined efforts to meet the assigned deadlines.
- **SLA Achievement:** There were different criteria for SLA achievement, such as accuracy, AHT, and production. My fellow teammates and I worked hard to fulfill our goals.
- **QA:** I have played my part as a QA for two teams so that we can submit error-free deliverables within the deadlines.
- **Team Meeting:** We have daily huddles with our reporting manager, which is significant for achieving the daily goal, preparing for the next day, and providing regular updates on the overall performance of the team.
- **Competent User of Google Workplace:** I work daily in Google Workplace and use Google Slides, Docs, and Spreadsheet for every task.
- **Presentation in WBR:** I face weekly calls named WBR with our reporting manager, operations director, and a POC from the client end, where I present, sharing my screens to report my weekly assignments.
- **Working with Potential Clients:** I have worked with potential clients who wanted a trial run before signing a contract with Quantanite Bangladesh Ltd. I am happy to report that the trial run has been successful, and now they are on board with Quantanite.

- **Conflict Resolution:** Bigo has another vendor besides Quantanite Bangladesh Ltd. who spot-checks our work. When our punishment level does not match, the HQ team sets up meetings combining us and the other vendor to reach a conclusion and resolve the rising issue.
- **Hour Calculation for Monthly Salary:** I maintain a spreadsheet for my reporting manager to keep the database of my teammates' working hours and shift details, including their assigned tasks. As my teammates and I are hourly paid agents, this database is essential for my reporting manager to calculate salaries accurately.

Moments at Quantanite



Image 1: Founder and Chairman Mikko Tamminen giving treats to all the employees



Image 2: Some free time entertainment

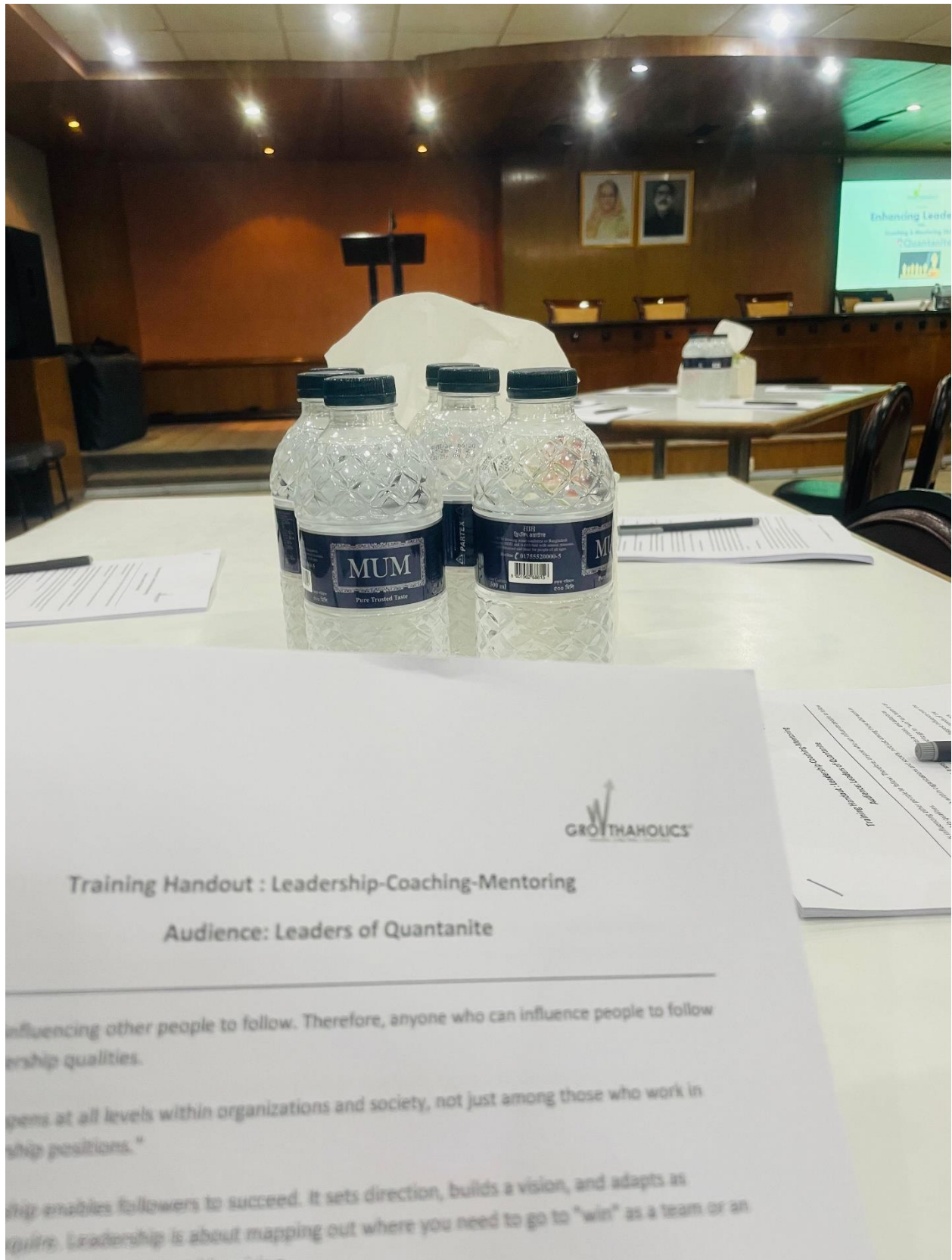


Image 3: Ongoing training session



Image 4: Night-view from the office



Image 5: In the garden area



Image 6: The QA team



Image 7: Preparation of Quantanite Premiere League



Image 8: Our team for Quantanite Premiere League



Image 9: Farewell of a colleague



Image 10: Evening snack provided by Quantanite



Image 11: Preparing iftar together



Image 12: Iftar provided by Quantanite



Image 13: 'Pitha Utshob' at Quantanite



Image 14: Celebrating 'Pahela Falgun' at Quantanite



Image 15: Celebrating 2 years of our team



Image 16: Annual 'Hola' (Annual program)



Image 17: Pizza party at office



Image 18: Our Team



Image 19: View from Quantanite

Thank You