

# **IT Support Engineer (Intern) at Daraz Bangladesh Ltd**

*by*

**Md Badsha Nasiruddin Rubel ( 221014112)**

*Internship report (CSE4099) submitted in partial fulfillment of the  
requirements for the degree of*

**Bachelor of Science in Computer Science and Engineering**

Under the supervision of

**Nafees Mansoor, PhD**

Professor(University of Liberal Arts Bangladesh)

**Md Asraful Islam**

IT Support Engineer (Daraz Bangladesh)



**DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING**

**UNIVERSITY OF LIBERAL ARTS BANGLADESH**

**SPRING 2026**

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## DECLARATION

|                              |                                                      |
|------------------------------|------------------------------------------------------|
| <b>Internship Title</b>      | IT Support Engineer (Intern) at Daraz Bangladesh Ltd |
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| <b>Supervisor (Industry)</b> | Md Asraful Islam                                     |

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I declare that this internship report entitled *IT Support Engineer (Intern) at Daraz Bangladesh Ltd* is the result of my own work except as cited in the references. The internship report has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

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**Md Badsha Nasiruddin Rubel**  
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Department of Computer Science and Engineering  
University of Liberal Arts Bangladesh

**Date:** April 19, 2026



Department of Computer Science and Engineering  
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## CERTIFICATE

This is to certify that the internship report entitled **IT Support Engineer (Intern) at Daraz Bangladesh Ltd**, submitted by **Md Badsha Nasiruddin Rubel** (Student ID: 221014112) is a undergraduate student of the **Department of Computer Science and Engineering** has been examined. Upon recommendation by the examination committee, we hereby accord our approval of it as the presented work and submitted report fulfill the requirements for its acceptance in partial fulfillment for the degree of *Bachelor of Science in Computer Science and Engineering*.

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**Nafees Mansoor, PhD, Professor, University of Liberal Arts Bangladesh**  
Daraz Bangladesh

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**Md Asraful Islam, IT Support Engineer**  
Daraz Bangladesh

**Place:** Dhaka

**Date:** April 19, 2026

## ACKNOWLEDGEMENTS

I would like to express my deep and sincere gratitude to my supervisor, *Nafees Mansoor*, for giving me the opportunity to conduct this internship and providing invaluable guidance throughout this work. His dynamism, vision, sincerity and motivation have deeply inspired me. He has taught me the methodology to carry out the work and to present the works as clearly as possible. It was a great privilege and honor to work and study under his guidance. Also, I would like to thank the other employees of *Daraz Bangladesh* for their help and cooperation during my practice time.

I am greatly indebted to our honorable teachers of the Department of Computer Science and Engineering at the University of Liberal Arts Bangladesh who taught me during the course of our study. Without any doubt, their teaching and guidance have completely transformed us to the persons that we are today.

I am also thankful to my organization supervisor Md. Asraful Islam Raihat, IT Support Engineer (BD IT OPS PIC), Daraz Bangladesh Ltd. from the core of my heart for his kind support, guidance, constructive, supervision, instructions and advice and for motivating me to do my internship smoothly at Daraz.

I am extremely thankful to my parents for their unconditional love, endless prayers and caring, and immense sacrifices for educating and preparing me for the future. I would like to say thanks to my friends and relatives for their kind support and care.

Finally, I would like to thank all the people who have supported me to complete the Internship directly or indirectly.

*Md Badsha Nasiruddin Rubel*

**University of Liberal Arts Bangladesh**

**Date:** April 19, 2026

Dedicated to  
*my loving Mother*

– *Md Badsha Nasiruddin Rubel*

# EXECUTIVE SUMMARY

This internship report provides a comprehensive overview of my tenure as an IT Support and Network Engineer Intern at Daraz Bangladesh Limited, the nation's premier e-commerce marketplace. Spanning from January 01, 2026, to March 31, 2026, the internship was designed to bridge the gap between theoretical academic concepts and practical enterprise level IT operations. My primary objectives included ensuring the stability of network infrastructure, providing technical support across various departments, and gaining hands on proficiency with industry standard management tools.

Working within the IT Support team, my responsibilities involved real time network health monitoring using Check MK, managing high volumes of technical requests via the Alibaba Ticketing System, and utilizing Machine Engine End Point Central (MEDC) for device security and endpoint management. A significant highlight of my experience was contributing to the 11.11 mega campaign, where I assisted the team in maintaining seamless connectivity and support during the year's highest traffic period. Furthermore, I undertook an audit of IT assets in the central store, employing SQL to classify and record equipment systematically.

The professional, fast-paced environment at Daraz presented initial challenges, specifically regarding the scale of support requests and the complexity of enterprise software compared to academic projects. However, with the guidance of my industry supervisor, Md. Asraful Islam Raihat, I successfully navigated these obstacles. This internship significantly enhanced my technical expertise in Windows and Linux administration while refining essential professional skills such as time management, technical communication, and systematic problem-solving. Ultimately, this experience has provided a solid foundation and the professional confidence required to excel in the field of network engineering and IT infrastructure management. .

**Keywords:** IT Support, Network Engineering, Daraz Bangladesh, Enterprise Tools, Troubleshooting.

# Contents

|          |                                                              |           |
|----------|--------------------------------------------------------------|-----------|
| <b>1</b> | <b>Introduction</b>                                          | <b>1</b>  |
| 1.1      | Introduction . . . . .                                       | 1         |
| 1.2      | Objective of the internship report . . . . .                 | 1         |
| <b>2</b> | <b>Background</b>                                            | <b>3</b>  |
| 2.1      | Organizational Background . . . . .                          | 3         |
| 2.2      | The IT Sector at Daraz . . . . .                             | 3         |
| 2.3      | Purpose of the Internship and Intern Role . . . . .          | 4         |
| <b>3</b> | <b>Scope of Work</b>                                         | <b>5</b>  |
| 3.1      | Network Infrastructure and Monitoring . . . . .              | 5         |
| 3.2      | IT Support and Ticket Resolution . . . . .                   | 5         |
| 3.3      | Enterprise Management Tool Configuration . . . . .           | 6         |
| 3.4      | Special Projects and Audits . . . . .                        | 6         |
| <b>4</b> | <b>Internship Activities</b>                                 | <b>7</b>  |
| 4.1      | Introduction of the Organization . . . . .                   | 7         |
| 4.2      | Work Accomplishment . . . . .                                | 7         |
| 4.3      | Challenges Faced . . . . .                                   | 8         |
| <b>5</b> | <b>Methodology</b>                                           | <b>10</b> |
| 5.1      | Systematic Troubleshooting and Incident Management . . . . . | 10        |
| 5.2      | RealTime Network Monitoring and Data Collection . . . . .    | 10        |
| 5.3      | Research and Collaborative Problem Solving . . . . .         | 11        |
| 5.4      | Audit and Database Management Methodology . . . . .          | 11        |

|          |                                                        |           |
|----------|--------------------------------------------------------|-----------|
| <b>6</b> | <b>Analysis and Findings</b>                           | <b>12</b> |
| 6.1      | Results/Findings . . . . .                             | 12        |
| 6.2      | Learning and Development . . . . .                     | 12        |
| 6.3      | Tools and Technology . . . . .                         | 13        |
| 6.4      | User Guideline: Raising a Support Ticket . . . . .     | 13        |
| 6.5      | Impact of the Internship . . . . .                     | 14        |
| <b>7</b> | <b>Conclusions and Recommendations</b>                 | <b>15</b> |
| 7.1      | Conclusion . . . . .                                   | 15        |
| 7.2      | Limitations . . . . .                                  | 15        |
| 7.3      | Recommendations . . . . .                              | 16        |
| 7.3.1    | For the Organization (Daraz Bangladesh Ltd.) . . . . . | 16        |
| 7.3.2    | For the University (ULAB) . . . . .                    | 16        |
| 7.3.3    | Personal and Professional Growth . . . . .             | 16        |
| <b>8</b> | <b>Acknowledgments</b>                                 | <b>17</b> |
| 8.1      | Appendix A: Recommendation Letter: . . . . .           | 18        |
|          | <b>References</b>                                      | <b>20</b> |

# List of Figures

|     |                              |    |
|-----|------------------------------|----|
| 8.1 | Appointment Letter . . . . . | 19 |
|-----|------------------------------|----|

# List of Tables

# Chapter 1

## Introduction

### 1.1 Introduction

This internship report shows my experience as an IT Support Engineer Intern in Daraz Bangladesh Limited [Foreign Investors' Chamber of Commerce and Industry \(FICCI\) \(2023\)](#), which starts at the 1st January, 2026, and ended on the 31st of March, 2026. During my internship period, I was ensuring the smooth functioning of the IT infrastructure, network infrastructure, technical support in different hubs and departments. These included the tasks of tracking the performances, resolving hardware/software problems, managing support tickets in the Alibaba Ticketing System, and utilizing Enterprise Management tools like Check MK [Checkmk GmbH \(n.d.\)](#), iDingTalk [Alibaba Group \(n.d.-a\)](#), Alilang [Alibaba Group \(n.d.-b\)](#), Team Drive [Alibaba Cloud \(2026a\)](#), and Machine Engine End Point Central (MEDC). This report highlights my technical work, problems encountered, and the acquired skills in this internship experience. I further illustrate my professional as well as academic development in this internship program.

### 1.2 Objective of the internship report

The primary objective of this internship was to gain hands on experience in IT support and network engineering within a large scale enterprise environment Through this role, I aimed to apply the theoretical knowledge of networking, system administration, and troubleshooting acquired during my academic studies to real world scenarios. Additionally, the internship served to sharpen my problem solving abilities by requiring me to address unpredictable technical issues within a professional

production setting. I also sought to understand how various components of an organization's IT infrastructure collaborate to support business continuity and to build the technical and professional skills necessary for a successful transition into the information technology field. Finally, this report provides a comprehensive record of the activities performed and the specific skills acquired during the internship period.

# Chapter 2

## Background

### 2.1 Organizational Background

Daraz Bangladesh Limited, commonly known as [Foreign Investors' Chamber of Commerce and Industry \(FICCI\) \(2023\)](#) "Daraz," is the largest e-commerce marketplace in the country. Since its inception, Daraz has focused on providing customers with a unique digital shopping experience, aiming to increase digital literacy in alignment with the government's vision of a 'Digital Bangladesh'. The platform serves over 11 million shoppers, offering access to more than 16 million products across 100 categories. On average, the platform receives approximately 1 million visitors and 85,000 orders daily [Syed Mostahidal Hoq \(2023\)](#).

### 2.2 The IT Sector at Daraz

The IT sector functions as the backbone of Daraz Bangladesh's technology infrastructure. This department is responsible for ensuring network security and maintaining optimal conditions for efficient computer and internet usage by employees. The IT Support team monitors network performance using advanced tools such as Check MK and facilitates secure, uninterrupted internal communication through platforms like iDing Talk and Alilang. Additionally, the team manages hundreds of support tickets daily, resolving hardware and software issues and utilizing enterprise management systems like Machine Engine EndPoint Central (MEDC) for device management and endpoint security.

## 2.3 Purpose of the Internship and Intern Role

The primary purpose of this internship was to bridge the gap between academic theory and industry practice by gaining hands on experience in IT support and network engineering within an enterprise level infrastructure. As an IT Support and Network Engineer Intern, my role was to ensure the smooth functioning of both IT and network infrastructures while providing technical assistance across various departments and hubs. My responsibilities included tracking system performance, resolving technical hardware and software problems, and managing support tickets through the Alibaba Ticketing System [Alibaba Cloud \(2026b\)](#). I also contributed to network stability by monitoring hardware like routers and switches and utilized specialized tools for endpoint management and internal collaboration

# Chapter 3

## Scope of Work

The scope of my internship as an IT Support Intern involved a broad range of technical responsibilities aimed at maintaining the organization's digital and physical IT infrastructure. My work was centered on providing real time support, ensuring network uptime, and managing enterprise assets. The following sections describe the specific tasks and projects assigned to me:

### 3.1 Network Infrastructure and Monitoring

A significant portion of my scope involved monitoring the health and performance of the organization's network across various hubs, Using Check MK, I was responsible for tracking daily bandwidth usage and ensuring that network hardware, such as routers and switches, remained operational. This task required a deep understanding of the network's topological nature to assist in its optimization and to identify connectivity issues before they impacted business operations.

### 3.2 IT Support and Ticket Resolution

I was assigned to manage the Alibaba Ticketing System, which serves as the primary channel for employee technical requests. My responsibilities included diagnosing and resolving a wide variety of hardware and software issues on both Windows and Linux operating systems. These tasks ranged from simple password resets to complex software installations and connectivity troubleshooting for employees in sales, logistics, and customer service departments.

### 3.3 Enterprise Management Tool Configuration

I was tasked with gaining proficiency in and utilizing several enterprise level tools essential for large scale operations. This included:

- **Machine Engine End Point Central (MEDC):** Used for endpoint security and centralized device management.
- **iDingTalk and Alilang:** Utilized for internal communication and meeting collaboration with hub leaders and team members.
- **Team Drive:** Managed for secure file storage and departmental data sharing.

### 3.4 Special Projects and Audits

During my tenure, I was assigned to two major projects:

- **IT Asset Audit:** I conducted a comprehensive audit of all IT assets stored in the Daraz Bangladesh Central store. This involved classifying, tagging, and running SQL queries to systematically record each asset in the company's database.
- **11.11 Mega Campaign Support:** I assisted the IT team during Daraz's largest annual sales event. My role during this period was to support the increased demand for network stability and proactive capacity planning to handle high rates of traffic.

# Chapter 4

## Internship Activities

### 4.1 Introduction of the Organization

Daraz Bangladesh Limited is the nation's largest e-commerce marketplace, serving over 11 million shoppers with a catalog of 16 million products. As a subsidiary of the Alibaba Group, the organization operates on a massive scale, receiving approximately 85,000 orders daily. The IT department serves as the company's backbone, ensuring network security and maintaining the infrastructure required for thousands of employees to work efficiently. The team utilizes global enterprise standards, such as the Alibaba Ticketing System and Check MK, to manage operations across various hubs and departments.

### 4.2 Work Accomplishment

During my 12-week tenure, my activities followed a progression from observation to independent task execution. Below is a summary of these accomplishments:

- **Phase 1: Orientation and Observation (Weeks 1–3):** During the initial weeks, I focused on understanding the organization's IT hierarchy and communication protocols. I set up enterprise tools like iDingTalk and Alilang for internal collaboration and observed how senior engineers utilized Check MK to monitor network bandwidth across different hubs. I also began observing the workflow of the Alibaba Ticketing System, noting how tickets were categorized by urgency.

- **Phase 2: Core Support and Monitoring (Weeks 4–8):** I took an active role in resolving support tickets, handling issues ranging from password resets to complex software installations on both Windows and Linux platforms. I was responsible for daily network health checks using Check MK, identifying connectivity issues and reporting hardware anomalies to the network engineers. This period highlighted a significant gap between theory and practice; while my academic background at ULAB provided a strong understanding of the OSI model, troubleshooting a live production network with real business consequences was a far more complex experience.
- **Phase 3: Specialized Projects and Campaigns (Weeks 9–12):** I participated in the high-traffic 11.11 Mega Campaign, where I supported the team in proactive capacity planning and real time network monitoring to handle the surge in traffic. Additionally, I conducted an IT Asset Audit in the central store, where I classified equipment and utilized SQL queries to record and update asset data in the company’s database. I also assisted in managing endpoint security through Machine Engine End Point Central (MEDC), ensuring all devices were patched and compliant with security policies.

## 4.3 Challenges Faced

Navigating an enterprise environment presented several obstacles that required both technical and professional adaptation:

- **Fast-Paced Environment:** The scale of Daraz’s operations was initially overwhelming. The company manages hundreds of support tickets daily, and the pressure to deliver immediate solutions in a 24/7 environment was a significant shift from the controlled environment of academic projects.
- **Learning Curve for Enterprise Tools:** Systems like MEDC and Check MK are far more intricate than the software used in university labs. Mastering their full capabilities required significant time and independent research.
- **Time Management and Prioritization:** Learning to distinguish between routine maintenance and critical system failures was a major challenge. I had

to develop the skill of prioritizing urgent business-impacting tickets while managing user expectations.

- **Technical Communication:** Initially, it was difficult to translate complex technical issues into non-technical language for employees in other departments. Over time, through feedback from my supervisor, Md. Asraful Islam Raihat, I improved my ability to provide clear troubleshooting instructions.

# Chapter 5

## Methodology

To effectively manage the IT and network infrastructure at Daraz, I employed a systematic and data-driven approach. My work methodology was designed to ensure minimal downtime and high-quality technical support through the following methods:

### **5.1 Systematic Troubleshooting and Incident Management**

My primary approach to IT support involved using the Alibaba Ticketing System to manage incidents. The methodology followed a structured lifecycle: Identification, Categorization, Prioritization, and Resolution. Upon receiving a ticket, I first identified the root cause of the hardware or software issue through user consultation and system diagnostics on Windows or Linux platforms. I then prioritized these tasks based on their impact on business continuity for example, treating network outages as critical compared to routine software installations

### **5.2 RealTime Network Monitoring and Data Collection**

For network management, I utilized a proactive monitoring methodology using Check MK. This involved setting up a daily routine to observe real time performance metrics, such as bandwidth utilization and the operational status of routers and switches across various hubs. By analyzing the numbers and charts on the Check MK dashboard, I was able to establish a performance baseline, which allowed me

to detect anomalies and identify potential connectivity issues before they escalated into serious problems.

### **5.3 Research and Collaborative Problem Solving**

When faced with complex technical challenges that exceeded my initial academic preparation, I adopted a research oriented methodology. This included consulting internal technical documentation and utilizing communication platforms like iDingTalk and Alilang to collaborate with senior engineers and hub leaders. This collaborative approach ensured that solutions were aligned with Daraz's enterprise level security and operational policies.

### **5.4 Audit and Database Management Methodology**

During the IT asset audit, I followed a systematic data collection and recording process. I physically organized and classified equipment in the central store and then utilized SQL queries to systematically input and verify this data within the company's records. This ensured that the asset database remained accurate, facilitating better resource management for the organization.

# **Chapter 6**

## **Analysis and Findings**

### **6.1 Results/Findings**

The internship resulted in several key technical and operational findings. My primary finding was that a proactive monitoring approach significantly reduces system downtime; by utilizing Check MK, I was able to identify network anomalies and hardware irregularities before they impacted business operations. Additionally, my work with the Alibaba Ticketing System revealed that a majority of internal technical issues stem from routine software configuration and connectivity errors, which can be resolved more efficiently through a centralized knowledge base. Finally, the IT Asset Audit provided the organization with an accurate, SQL verified record of physical inventory, which is essential for resource planning and hardware life cycle management.

### **6.2 Learning and Development**

The internship served as a vital bridge between my academic studies at ULAB and professional practice. I developed a deep understanding of the OSI model and network protocols by troubleshooting them in a live production environment where variables are unpredictable. Beyond technical skills, I experienced significant professional growth in time management and prioritization, learning to handle high priority tickets during high traffic events like the 11.11 mega campaign. I also refined my analytical thinking, moving from simple problem-solving to systematic root cause analysis, which is crucial for long-term infrastructure stability.

## 6.3 Tools and Technology

During my tenure, I gained hands-on proficiency with the following enterprise-level technologies:

- **Check MK:** An advanced network monitoring tool used to track bandwidth usage and the health of routers and switches
- **Alibaba Ticketing System:** A centralized platform for incident management and IT support ticket tracking.
- **Machine Engine End Point Central (MEDC):** Used for endpoint security, centralized device management, and software deployment.
- **SQL (Structured Query Language):** Employed for database management and systematic recording of IT assets.
- **Collaboration Tools:** Utilized iDingTalk, Alilang, and Team Drive for secure communication and departmental data sharing.

## 6.4 User Guideline: Raising a Support Ticket

To assist employees in utilizing Daraz's IT support infrastructure effectively, I have summarized the following guideline for the Alibaba Ticketing System:

- **Login:** Access the portal using your authorized corporate credentials.
- **Incident Reporting:** Select "Create New Ticket" and choose the appropriate category
- **Detailing:** Provide a clear description of the issue, including any error messages and the urgency of the task.
- **Submission:** Click "Submit" to enter the ticket into the queue, where it will be prioritized and assigned to an IT Support Engineer.
- **Tracking:** Use the dashboard to monitor the status of your request and communicate directly with the assigned engineer for updates

## **6.5 Impact of the Internship**

My work contributed to Daraz's mission of maintaining a robust and secure digital marketplace. By resolving hundreds of technical tickets, I minimized business downtime and supported the productivity of teams in sales, logistics, and customer service. My management of security patches through MEDC improved the organization's cybersecurity posture, ensuring that all managed devices remained compliant with company security policies. Furthermore, my contribution to the 11.11 campaign ensured that the network remained stable during the company's most critical revenue generating period.

# Chapter 7

## Conclusions and Recommendations

### 7.1 Conclusion

The 12 week internship at Daraz Bangladesh Limited has been a transformative experience, effectively bridging the gap between my academic studies at ULAB and the professional IT industry. Initially, I anticipated routine IT support tasks, but I was quickly immersed in enterprise level responsibilities, including network infrastructure management, endpoint security, and large scale incident resolution during the 11.11 mega campaign. Utilizing tools like Check MK, MEDC, and the Alibaba Ticketing System provided me with practical competencies that are difficult to obtain through theoretical study alone. Beyond technical mastery, the internship instilled a high degree of professional discipline, enhanced my analytical thinking, and built the confidence necessary to pursue a career in network engineering and IT infrastructure management.

### 7.2 Limitations

Despite the success of the internship, several limitations were encountered:

- **Initial Technical Gap:** There was a steep learning curve regarding enterprise-level tools (like MEDC) which were significantly more complex than the software used in academic labs.
- **Time Constraints:** The fast-paced, 24/7 nature of e-commerce operations meant that troubleshooting often had to be prioritized for speed, sometimes limiting the time available for deep-dive theoretical exploration of every issue.

- **Non-Technical Communication:** Translating complex technical network issues into simple terms for departmental users was initially a challenge, though this improved with supervisor feedback.

## 7.3 Recommendations

### 7.3.1 For the Organization (Daraz Bangladesh Ltd.)

**Knowledge Management:** Implement a more structured internal wiki or knowledge base to systematically record troubleshooting steps for rare or complex issues, ensuring that expertise is not lost when senior team members are unavailable.

**Formalized Onboarding:** Introduce a structured onboarding module for interns that includes a formal orientation on IT security policies and basic training for core enterprise tools to help them contribute effectively from day one

### 7.3.2 For the University (ULAB)

**Practical Networking Labs:** Enhance the curriculum with labs featuring real world network equipment (routers, switches, firewalls) and enterprise monitoring tools to simulate production environments.

**Enterprise Tool Exposure:** Introduce students to the principles of centralized endpoint management and ticketing systems through open-source alternatives to better prepare them for professional IT workflows.

### 7.3.3 Personal and Professional Growth

- **Continuous Certification:** I plan to pursue industry-recognized certifications such as CCNA and CompTIA Network+ to stay competitive in the rapidly evolving IT field.
- **Leadership Development:** I aim to build my project management skills to eventually lead larger infrastructure development projects and coordinate technical teams effectively

## Chapter 8

# Acknowledgments

I would like to extend my deepest gratitude to everyone who supported me throughout my internship journey at Daraz Bangladesh Limited. First and foremost, I thank Almighty Allah for His grace and for giving me the strength to complete this internship and report in a timely manner.

I am sincerely grateful to the Faculty of Computer Science and Engineering, ULAB for including internship credits in the graduation program. This opportunity allowed me to experience industry oriented tasks and explore my professional interests in a real-world setting.

I want to express my heartfelt thanks to my industry supervisor, Md. Asraful Islam Raihat, Head of IT Support Engineer at Daraz Bangladesh Ltd. His kind support, constant guidance, and constructive advice were instrumental in making my internship experience smooth and productive.

I also feel proud and gratified to have received direct advice and professional support from Md. Asraful Maola Tushar, Manager Network and Security. His daily insights significantly enhanced my learning and technical development during this period.

Finally, I thank the entire IT Support and Network Engineering team at Daraz for their cooperation and for providing a collaborative work environment.

# Appendix

## 8.1 Appendix A: Recommendation Letter:

**Internship Recommendation Letter:** Including the official letter from Daraz Bangladesh Ltd. (signed by Syed Abdullah Morshed) certifying your internship from January 02, 2026, to March 31, 2026.

<https://www.slideshare.net/slideshow/daraz-distribution-networkpptx/2618372527>



Daraz Bangladesh Limited  
Asfia Tower, House-76, Road-11,  
Block-E, Banani, Dhaka-1213  
bd-office@daraz.com.bd

Reference: Daraz/BD/HQ/257673/68624

Daraz Confidential-B3

December 23, 2025

Private & Confidential

**Md Badsha Nasiruddin Rubel**

Address: House-02, Road-01, Adabor Bazar Road, Adabor, Dhaka-1207

**Letter of Internship.**

Dear Mr. Rubel,

We are pleased to inform you that you are hereby offered the position as **Intern** in our **IT Department**. Other terms and conditions are stated below;

- 155. You will report to **Md. Asraful Islam, IT Support Engineer**.
- 156. Your monthly consolidated salary will be **BDT 10,000**.
- 157. Duration of will be from **January 02, 2026 to March 31, 2026**.
- 158. Working days & hours will be as per rules of the Company.
- 159. You may have to work besides your normal working hours or on holiday(s) should there is any reasonable necessity and for such extra time you will not be entitled to receive any remuneration.
- 160. You will be entitled to get only **3 days** leave during the stint of your Internship.
- 161. During Internship the Company its absolute discretion may terminate the Internship without assigning any reason.

If you accept this offer of internship, kindly sign on the duplicate copy of this letter and return the same to us immediately.

Sincerely,

**Syed Abdullah Morshed**  
Chief People Office  
Daraz Bangladesh Ltd.

**Acknowledgement:**

I have carefully and thoroughly read the aforesaid terms & conditions of this letter of appointment, which I have fully understood and I hereby accept the same.

**Candidate Signature & Date:** \_\_\_\_\_

Figure 8.1: Appointment Letter

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