



**Faculty of Business of Administration
AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH
(AIUB)**

INTERNSHIP AFFILIATION REPORT ON

**Managing Information of Retirement Plan and Insurance policy of Data Path
limited**

An Internship Report Presented to the Faculty of Business Administration in
Partial Fulfilment of the Requirements for the Degree of Bachelor of Business
Administration (BBA)

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INTERNSHIP AFFILIATION REPORT ON

**An OVERALL STUDY ON
ACTIVITIES OF THE ERISA DEPARTMENT
&
DATA PATH LIMITED.**

Letter of Transmittal

November 13, 2022

Mr. R. Tareque Moudud
Director
Office of Placement & Alumni (OPA)
American International University-Bangladesh Kuratoli, Dhaka.

Subject: **Submission of the internship report on Managing Information Retirement Plan and Insurance policy of clients of Data Path limited**

Dear Sir

It is a great pleasure to hand in the internship report titled “operational activities of ERISA department & an overall study on Datapath Limited.” which was assigned to me as a partial requirement for the completion of the degree of Bachelor of Business Administration (BBA).

It is my honour and privilege to work for a leading organization in Bangladesh and to gain in-depth knowledge in different areas. Throughout the study, I have tried my level best to accommodate information as I could, which I thought was relevant and informative. I tried my level best to make this report concise and informative.

I am grateful to you for your generous guidance and kind cooperation at every step of my endeavor.

I would be grateful if you would kindly accept the report and forward it to the respective department of AIUB.

Sincerely yours

Abrar Faysal Rahman
19-40523-1
Faculty of Business Administration (BBA)
American International University-Bangladesh (AIUB)

Letter of Endorsement

The Internship affiliation report entitled operational activities of ERISA department & an overall study on Datapath Limited has been submitted to the Office of Placement & Alumni, in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), first Major in Marketing and 2nd major in Management Information System, Faculty of Business Administration on November 25, 2022, by **Abrar Faysal Rahman ID:19-40523-1**. The report has been accepted and may be presented to the Internship Défense Committee for Evaluation.

(Any Opinions, or suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions).

Md. Mehzabul Hoque Nahid

Internship Supervisor

Acknowledgment

To begin with my sincere gratitude to the Almighty for giving me patience and the ability to gather knowledge throughout my life. And complete my BBA program with the internship and this report.

Secondly, I express my gratitude to Md. Mehzabul Hoque Nahid sir for the support and suggestion. I am thankful for the way you supervised me throughout my internship period. I would like to thank Data path limited for the opportunity to work with their team in the ERISA department (Employee Retirement Income Security Act) as well as for their cooperation and valuable suggestion. I got every support I need especially from Mr. Taifur Rahman, head of the ERISA team then Shabab Chowdhury, Md. Gufran Siddique senior executive officer distributor panel executive Al-Amin Hossain. All of them helped me by giving suggestions and training about the work culture during my internship period and preparing the report. I am grateful to all the staff of the ERISA department. I am also thankful to my friends and fellow internship students who are doing internships along with me and those who helped me throughout my internship journey.

Lastly, I must express my sincere thanks to the American International University Bangladesh, for giving me the chance to finish my BBA degree & get real-world experience and broaden my knowledge.

Executive Summary

First of all, A Bangladeshi outsourced service company named Data-path Limited and July Business Services have partnered. Jim Hudson, John Humphrey, and Ashfaqur Rahman own it as a recognized corporation. July Business Services is a well-known retirement plan provider in the United States of America. I had the chance to work with the ERISA team at Data Path Ltd. as part of my internship.

As we know that the internship program is a synthesis and reflection of academic study and real-world learning. Without practical experience, a study is incomplete. This internship program enables participants to interact with real-world applications of academic research. This report consists of several chapters and each chapter has defined different objectives and goals of the report and lots of analysis and discussion about several objectives.

This report focuses on managing information and the operation of the ERISA department. It works with primary and secondary data. The paper also discusses DGEM, Unify, and other software and websites relevant to the retirement plan, as well as Cycle 3 Restatement using system software, Plan Amendment using system software, Enrolment kit to seek information, and those. In chapter two I have discussed it and the activities I have undertaken.

The company has several departments such as human resources, management, sales, new business team, actuarial, accounting, software development, ERISA, and BPO. Each department has its task and work pattern. The company has more than 400 employees. They are really helpful, professional, and well-behaved, so I never hesitated to ask them for any assistance. My professional expertise will undoubtedly develop as a result of the professional training I received in this pleasant workplace environment. Each management group has various restrictions. I occasionally had to deal with challenges I encountered while doing my internship.

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Chapter 1

Introduction

To begin, this report is focused on the department I am working in. This is the Employee Retirement Income Security Act. I had to work on several retirement plans according to the client's demands followed by the law. There are several plans such as

- Solo plan for individual clients
- 316 plans may have percipient employees for instance the same owner has a different company under the same plan
- PEP plan

And many more related tasks such as:

- Plan amendment
- Plan review
- Enrolment kit or plan highlights
- Termination package

Therefore, in this report, I have discussed all the plans that the ERISA department used to deal with and my assigned tasks. In addition, I have discussed the company profile and enlightened the theoretical outline of the study including SWOT analysis findings definition and many more topics and analyses discussed in different chapters in this report.

Last but not least, in the end, I have summed up some recommendations and suggestions that the organization needs to improve to avoid threats and barriers.

1.1 Rationale of the Study:

To begin, the internship is a gateway and the chance to apply academic knowledge in the real world. For American retirement plans, there are several complex rule-making, legislation, and reporting processes. Even for US corporations, it might be challenging to appreciate everything and behave responsibly. Additionally, it is quite expensive to have an internal retirement plan reporting department. As a result, they employed Data-path limited parent business, July Business Service, as a third-party administrator. Training new employees to create allocation reports is more difficult due to the nature of the activity. Both the trainer and the trainees run into several problems both during and after the training session. For BBA students, connecting theoretical knowledge with real-world experience is crucial. I have the chance to take part in a four-month internship program through Data-Path Limited. Lastly, the BBA program will conclude with this report this is the last step that has to be taken to fulfil the requirements of the entire program.

1.1.2. Broad Objective

The broad objective of this report is to discuss the operational activities of the ERISA Department of Datapath Limited. As well as to provide readers with an understanding of the American retirement benefit plan and information on the policies, processes, and laws that govern it.

1.1.3. Specific Objectives:

- To describe the operational activities of the ERISA Department of Datapath Limited.
- To demonstrate ideas of American retirement benefit plan and information on the policies, processes, and laws that govern it.
- To discuss how to work on Cycle 3 Restatement using system & Relius, DGEM, Unify, and other software and websites related to the retirement plan.
- To identify problems of the ERISA department, and provide possible suggestions to solve the problems.
- To describe how to do qualified default investment alternatives.

1.2 Background of the Organization:

1.2.1 History:

Data-path Ltd. is the first outsourcing company operated by July Business Services in Bangladesh. It is a registered company where John Humphrey, Jim Hudson, and Ashfaqr Rahman is the owner. July Business Service is one of the most well-known retirement service providers in the United States. July Business Services is a professional services organization dedicated to providing business customers with specialized retirement plans and administrative services. Its experts offer advice on plan execution and continuing plan management. July Business Services collaborates with financial advisers and businesses to provide retirement plan administration, recordkeeping, and recordkeeping, as well as integrated cafeteria programs and payroll. July was founded in 1994 and serves roughly 4,000 clients in all 52 states with outstanding service and rigorous accuracy.

Data-Path Ltd. was founded in Uttara in 2005 with a small office. They began their adventure by assisting with July's business services. The skilled workers were then employed by this firm to work for July Services. It had less than ten staff in its early years. Data-Path later relocated to Gulshan in 2010, as the company grew to 29 workers. In 2015, Data-Path was quickly expanding and had to recruit a large number of workers, as well as relocate to Mohakhali in a 15,000 square feet mansion, as more Third-Party Administrators sought to outsource their business processes to Data-Path, who had become specialists in the retirement plan sector. Apart from July Business Services, Data-Path already has eleven clients, with many more on the way. Nearly 190 people now work at the company. Data Path is a pioneer in decision-based BPO (Business Process Outsourcing) with an emphasis on back-office interactive production. Data Path offers customized back-office interaction and programming services at a low cost, utilizing the latest Web 2.0 and open-source technologies. They provide value to their client's lives, are committed to providing an amazing customer experience, and provide excellent service and innovative assistance. Data Path Ltd. is a Bangladesh-based private limited corporation that provides outsourcing services to both domestic and international enterprises. Bringing together unrivalled expertise and broad capabilities across all sectors and business processes.

1.2.2 Mission

Their mission is to provide financial advisors and plan sponsors the power to choose the retirement plan solution that best meets the goals of business owners and their employees by delivering refreshingly responsive, unbiased, reliable plan design, administration, recordkeeping, and consulting that encourages saving for retirement.

1.2.3 Vision

Data path's vision is to become the best retirement plan administrator in the USA.

1.2.4 Product Offerings

The retirement sector is a significant and highly productive industry in the United States. It absorbs a sizable amount of the US economy. Money Market is where employees invest their retirement funds. They invest their resources in a variety of places. Therefore, the US has a big money market. However, several parties do a variety of tasks for this.

- **Design of a retirement plan:**

It offers retirement plans that are customized to meet the unique requirements of each company. Whether the objective is employee recruitment and retention or benefit optimization for key employees, it provides insight to create the best plan for customers. According to the laws and regulations maintained by the US government and the IRS, this organization creates several sorts of retirement plans to satisfy the specific goals of each employer. Maximizing the advantage for their client

1.2.5: Retirement Plan Documents:

It offers comprehensive plan documents prepared by experienced ERISA consultants. Its capabilities include:

- Prototype Plan Documents
- Volume Submitter Documents
- Summary Plan Descriptions
- Loan Policies
- QDRO Procedure
- Other Required Forms

- **Prototype Plan Document:**

The IRS has already pre-approved this version of the plan document, therefore no further government agency review is necessary. The plan sponsor has very limited customizing options with this kind of paper.

- **Volume Submitter Documents:**

This compromise version builds on the prototype form's framework but adds some modifications. Use this when your strategy deviates from the norm and calls for more latitude in the description. But bear in mind that only when the document deviates from the standard must this form be submitted for IRS clearance.

- **Summary plan description:**

Employers are required to provide free copies of a Summary Plan Description (SPD) to workers who take part in health or retirement programs that are protected by the Employee Retirement Income Security Act. The SPD is a thorough explanation of the advantages offered by the program and how the plan operates. It must specify when workers are qualified to join the plan, how benefits are computed and paid, how to file a claim and the time at which benefits become vested.

- **Loan policy:**

A life insurance policy's cash value is used as security for a loan policy that an insurance firm issues. It's also known as a "life insurance loan" at times. Although historically they were renowned for having cheap interest rates, that isn't necessarily the case now.

- **QDRO Procedure:**

Retirement benefits are recognized as a shared marital asset by a court order known as a Qualified Domestic Relations Order (QDRO), which is a part of a divorce settlement. It frequently calls for paying your spouse or ex-spouse all or a portion of your pension payout as a division of your joint marital property. It may also be used to pay your husband, ex-spouse, and/or dependents spousal support (alimony) or child support, which might reduce the amount of money you finally get paid.

1.2.7 Organization Structure:

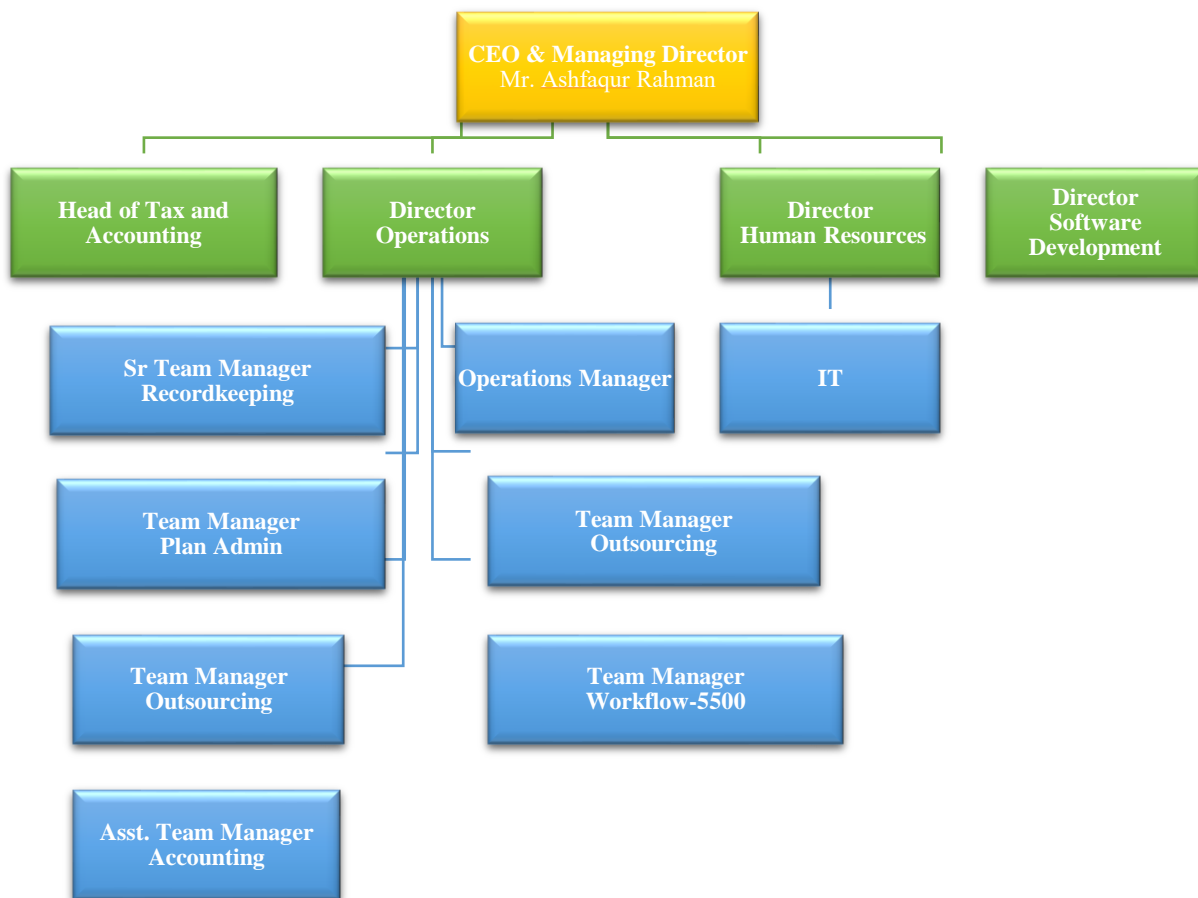


Figure 1: Management structure of data path limited

1.2.8 SWOT Analysis

| | | INTERNAL | | | | |
|----------|--|----------|---------------|--|----------|--------|
| | | Strength | | Weakness | | |
| POSITIVE | <ul style="list-style-type: none"> - There are fewer rivals in the local market - Positive workplace culture - Providing services with completely secured software and IT functions - Offering services in the USA at a lesser cost than other third parties - Expertise - Getting remittances for the country | | | <ul style="list-style-type: none"> - Being forced to rely on July Services: - The inability to interact face-to-face with the client: - Totally different sector and takes time to train employees: | NEGATIVE | |
| | | | Opportunities | | | Threat |
| | <ul style="list-style-type: none"> - High chances to grow - Creating new work chances - Essential for IT education - Essential for IT education - Establishing partnerships with other nations | | | <ul style="list-style-type: none"> - There are insufficient systems in place to secure data - Clients are not obligated to make promises - Rising competition - The industry is not well-known | | |
| | | EXTERNAL | | | | |

Strength:

- **There are fewer rivals in the local market:** Datapath is the sole outsourcing provider in Bangladesh. There isn't another business that offers this sort of service. Therefore, Bangladesh's market's lack of competitors is a major asset.
- **Positive workplace culture:** Datapath has a great culture and welcomes all workers with open arms. Regardless of age, everyone in this place respects one another. People

address each other as Bhaiya or Apu. The clothing code is quite lenient. Overall, the atmosphere of Datapath encourages people to remain and work with a passion.

- **Providing services with completely secured software and IT functions:** Datapath uses specific software to support its clients. The programs are completely owned and protected by Datapath to prevent unauthorized access.
- **Offering services in the USA at a lesser cost than other third parties:** In the USA, clients must pay these third-party service providers a hefty sum of money if they provide them the task. However, as Bangladesh has far lower labour costs than the USA, Datapath is able to provide the same service to USA consumers for less money. That is why a large number of clients come here to complete their task.
- **Expertise:** At Datapath, every person is highly skilled and knowledgeable about the tasks specific to their department.
- **Getting remittances for the country:** Datapath offers services to American clients so that once the task is over, the revenue becomes remittance for the economy of our nation.

Weaknesses:

- **Being forced to rely on July Services:** Datapath's parent firm is July Services. Consequently, Datapath must rely on July Services.
- **The inability to interact face-to-face with the client:** Datapath serves its American consumers from Bangladesh. Therefore, direct face-to-face communication with clients is not feasible. This is a drawback since having a face-to-face chat with the customer might boost you.
- **Totally different sector and takes time to train employees:** For the people in our nation, Datapath is a relatively young firm. People are unaware of the job that Datapath actually performs? how do they do? Therefore, if a new employee joins the organization, he will know nothing about the task. In that situation, he needs to have sufficient training

so that he can offer the clients of the organization a wonderful service. The training procedure can be time-consuming, which is a problem for the business.

Opportunities:

- **High chances to grow:** Datapath is a firm that provides service to American clients for their retirement plans and a variety of other programs for their businesses. There is no other business in Bangladesh that offers this sort of service. So, this is a chance for a new company to grow.
- **Creating new work chances:** Datapath is a new service provider that serves USA clients from Bangladesh, thus there is a 100% probability that the firm will help individuals find new employment prospects.
- **Creating a new service industry:** Bangladesh is launching a whole new service sector with this one.
- **Essential for IT education:** Since Datapath is an IT-based organization, its workers will receive highly high-quality IT education in order to work there. Because software should be used for every task, IT education is essential.
- **Establishing partnerships with other nations:** Datapath serving clients in the USA. Datapath forms alliances with other nations outside of Bangladesh in this way. Future collaborations and alliances between this corporation and other nations might be highly beneficial to the economy of our nation.

Threats:

- **There are insufficient systems in place to secure data:** when a system malfunctions as a result of maintenance, it might take some time to fix. Data protection may fail during that period. Thus, it poses a threat.
- **Clients are not obligated to make promises:** Clients are not required to keep their word, therefore if they decide not to complete the assignment, the business will have nothing to do without losing the client.

- **Rising competition:** Datapath is a brand-new service provider in Bangladesh. There is currently no business in Bangladesh offering the same service. However, there is a possibility that competition may grow in the following days. Thus, it may pose a threat.
- **The industry is not well-known:** Since Datapath is a new business in Bangladesh, Bangladeshi clients are not familiar with it. Not many people are aware of the service.

Chapter 2

Activities undertaken

2.1 Work-Related Activities:

Soon after beginning my internship at Data-Path Limited, I received training on the American Retirement Plan Fundamentals. The training was provided so that I could comprehend the field in which I would be working. During the first two weeks, I had training. I first read the PPA Documents and the Cycle 3 Restatement Sheets to have a better understanding of the task. After two days, I began working on a computer to learn in practice.

Concerned with the plan document is ERISA. Using the data supplied by the sales and installation department, they create several sorts of documentation. Different sorts of documentation are required depending on the plan design for various types of plans such as 401(k) plans, Safe Harbor plans, profit-sharing plans, QDIA, and solo/non-solo plans. Documents outline the legislation, rules, and regulations as well as their implications for the strategy. ERISA guarantees that all relevant information is accurate and true and that every other department will abide by this. They operate these services using the Unify and DGEM platforms.

Below is a list of a few of the tasks:

- Create restatement for Cycle 3
- Solo plan
- Plan amendment
- Pep plan
- 316 plans
- ED status
- Create restatement for PPA
- Document Tagging
- Create plan amendment from case
- Enrolment Kit or Plan highlights
- F8822b Form

2.1.1: Understanding Retirement Plan Documents Rules and Regulations

The ERISA department develops a plan document using the data provided by the sales and installation department. The ERISA section works with a variety of plan types. The documentation for plans like profit-sharing, 401(k), Safe Harbour, and Safe Harbour 401(k) generally consists of 45 pages or more containing laws, rules, and regulations, as well as how they affect the plan. A restatement must adhere to just one rule. The department has provided a default paper, which we must use and choose the default section for. The procedure is to indicate the default part, choose it, and then submit it.

2.1.2: Cycle 3 and PPA Restatement

Cycle 3 Restatement employs PPA (Pension Protection Act) Restatement. The most recent version of the system is Cycle 3 Restatement, whereas PPA Restatement is an earlier version. The Adoption Agreement has been revised in the PPA restatement. Cycle 3 Restatement is being changed from PPA Restatement. I evaluate a few components and charge a few things in one or two of them based on PPA Restatement.

I used to take a few files from the DGEM System and transfer them to the Unify System after the adjustments. Here, the software that we utilize to do our assignment is the DGEM system and the Unify system. Here, the software that we utilize to do our assignment is the DGEM system and the

Unify system. We look for the plan we need to work on in the DGEM system, download it, do our work, and upload it to the Unify system.

The DGEM system has a huge number of designs. The system assigned a serial number to each plan to make it simpler to find the precise plan. A plan or task's serial number, for instance, is #66782. I start tagging in task #66782, get all Cycle 3 Signature Pages, and ask clients to sign in for job #62581 after starting a task. Then I upload to Portal after compiling reports. Additionally, inform the client that Cycle 3 Restatement is ready for signing. Sent to the Client the new status for the plans. This is how it operates.

2.1.3: Plan Amendment:

We implement a Plan Amendment when a customer requested a few changes to a certain plan. I replace it with the new information given by the client and erase the previous data from the DGEM System that I need to change in that part. I download a few files and send them to the Unify System after the edits. Then I start tagging in job #38506 in task #41905, "Obtain ALL Cycle 3 Signature Pages." When the reports are ready, I publish them to the portal and let the customer know that Cycle 3 Restatement is ready for signing. The status of the proposal is then updated to "Sent to Client."

2.1.4: Enrollment Kits

First of all, I used to download a file from the Unify System for the Enrollment Kit and compare it to the DGEM System file inside the same project. If all of the matches are identified, we finish job #40, "Review the Plan Highlight." Following that, we add task #60, "Finalize and Provide Final Proof to CSM," to "Enrollment Kits."

The client and his workers must complete a few straightforward pieces of paperwork before the bank will authorize the client's business and the plan service provider will enrol the client's business in the program.

2.1.5: F8822b Form:

The F8822b form is created by ERISA. When a client has to update their information, this form needs to be prepared. For instance, a client could alter their residential address. Now, he or she wishes to adjust the retirement plan contract as well. This form must be prepared and signed by the customer for this kind of situation. Without this, our database system's information cannot be changed.

2.1.6 Document Tagging:

Document tagging refers to the process of notifying the client that their plan document was prepared following their instructions and following all applicable USA retirement policy laws; as a result, they should double-check the whole plan document. It's okay or not? If not, please let us know; if okay, email the signed copy to us for further processing. It is a crucial and required activity for ERISA service.

2.2: Other Activities:

During my internship, I was also in charge of a few extra duties of a similar nature. In addition to my employment and training, I carried out some extra tasks. I printed reports, plans, and other paperwork. We've learned a lot of previously unknown Excel skills through HR's extra classes. I was responsible for a few additional similar tasks during my internship.

- **Investing Counselling:**

Some retirement programs give participants access to needed instruction and online investment advice. Participants should possess the skills and guidance that boost their chances of achieving a stable financial future to receive online investments. Datapath uses its reliable network in Bangladesh to ensure the accuracy of all administrative tasks for July Business Services.

- **Recordkeeping:**

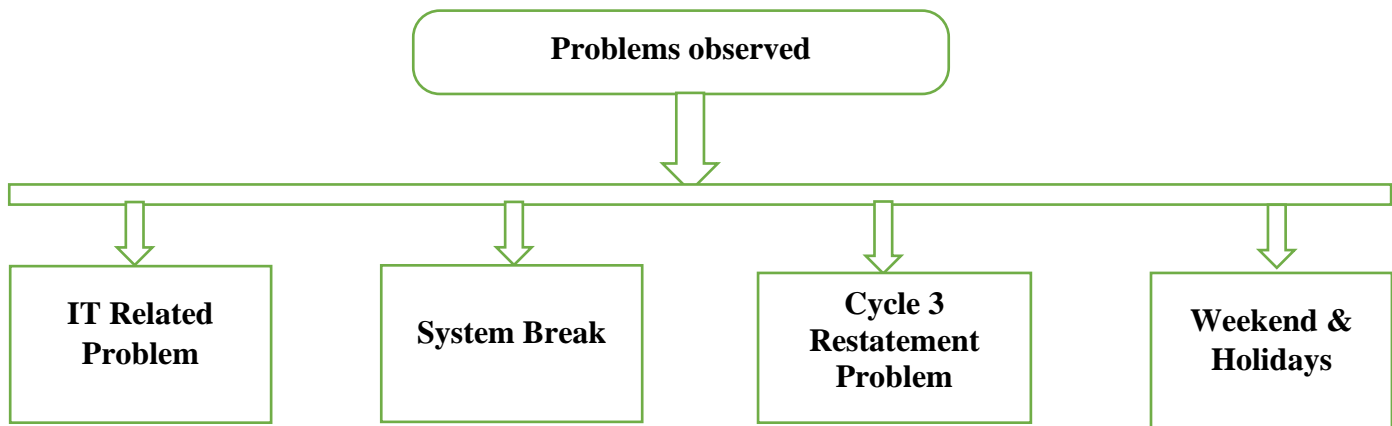
Datapath offers its clients recordkeeping services on behalf of July Business Service. It is one of the most difficult services in the senior sector. Client internet access is among its features (24 hours)

Daily account value Sponsor account access in the plan & Quarterly/Annual client statement preparation

Chapter 3

Constraints/Challenges

3.1: Difficulties/issues experienced when working with the company:



In my internship at Data-Path Limited, I was able to witness some of the company's limitations and problems. This is what they are:

- **IT Problem:** During my internship, I found some IT-related problems in Data-Path. They are Internet Connection Problems, Fingerprint/ID door lock system problems I faced so far. Like other organizations, our all PC is also connected to HUB or the main PC. So that if the main PC is turned off then the connected PC network connection gets disconnected. I faced this problem while I was working on my desk using my PC. In Data-Path there are only 2 IT experts to make a solution when someone faces a problem. So, it is a bit time-consuming for them to give support to the whole department.
- **System Break:** Many often the system used to get slow because of poor connections to the internet. A lot of time I had to use VPN to get access to the system, which was a hustle for me.
- **Cycle 3 Restatement Problem:** Cycle 3 restatement is a big project for the data path. We had to work on 100 batch plans each week. There was a lack of properly knowledgeable interns to handle this pressure. But I could manage myself.

- **Weekend and Holidays:**

Saturday and Sunday are the weekends, whereas Friday is a working day and I need to worship Jumah in the mosque next to the office, together with the other employees. There are no official holidays in Bangladesh; instead, the country observes American holidays including Christmas Day, New Year's Day and many more. There is a holiday for EID, which is a very broad phrase for a holiday.

3.2: Absent Knowledge and Competencies

In my opinion there are some additional activities that needs to undertake by BBA department for internship students for instance:

- University should implement some field work or industrial tour in some multinational companies so that students will get more ideas along with their internship organization.

According to (Nahid and Farhana 2021) employers from the business world in Bangladesh expect qualities such as Continuous learning abilities, generic skills, time management, teamwork, attention to detail, networking, extracurricular activities, professional attitudes, and behaviors, and academic achievements from their interns. I have acquired these soft skills during my time as a student, which have helped me to handle the hurdles I have encountered throughout my internship and impress my employers. In addition, I regularly attended seminars on career options, job fairs, and a symposium on industry-academic partnerships, which helped me get the proper perspective on how to seek the right job and overcome selection barriers.

Chapter 4

Lessons Learned from the Internship Program

4.1: Lessons learned from an organization:

As I was in ERISA department in data path limited, I have learned a lot of major things about ERISA department along with the overall company. For instance,

- **How to adopts new corporate environment:** As I am totally new to in corporate life, everything I used to do was new to me during the beginning of my internship journey.
- **Communication ability:** Skype is used for the bulk of team communication as well as for assigning any assignments or plans. Outlook is used for official correspondence with JULY service in the US as well as for delivering finished assignments.
- **Always present on time:** As the company policy of reporting time at office sharp 9 am. Therefore, I had to enter into the office on time. It helped me a lot to have proper time management in life.
- **Networking:** I used to work in ERISA department but I made some of new connection with few interns as well as some seniors of other department such as plan admin, actuarial.
- **Note taking skills:** one of the best skill I have learned throughout the internship period I must say. During the training, and any work-related learning time I used to take notes. For instance, the steps of a new solo plan. How to upload summary plan description or safe harbor notice and many more.

4.1.1: Corporate Culture:

Each company has a unique culture. Data Path developed its own culture over time, which includes customs like showing up at work at nine in the morning, saying salaam to seniors before juniors, addressing seniors as Bhaiya or Apu, and requesting a senior to take a break. As well as Details about the organization I learned more about the organization's history and background after completing my internship. Vision, mission, core values, and strengths, opportunities, threats, and areas for improvement

4.1.2 Practical knowledge on various issues:

- **Hardware:** I've never worked on a PC with two displays. The Datapath ERISA department gives us a PC with two monitors so that we can work effectively and do the task more quickly. I have to open a ton of tabs and websites in order to do the task. Therefore, using two monitors rather than just one allowed me to do my task much more quickly. The internet, electricity, monitor, CPU, UPS, and other accessories are all well-backed up.
- **Software:** I have to work on two key pieces of software for the ERISA department. Unify and DGEM is two examples. I have never utilized these software programs because they are owned by the corporation. I thus learned how to use these programs to do the task that was assigned to me. In addition, since I started working for the firm as an intern, I have utilized Skype and Outlook for the first time.
- **Training:** I received training on the internal software used by the company, and additional Excel training was provided so that using a computer would be simple for us.

4.1.3 Transforming Skills

To begin, during my internship period in Datapath limited I have achieved both soft skills as well as hard skills. And all the skills will support me in my professional career because all really excellent for practical and corporate life. I have carefully examined the manager's capacity for

leadership, and the relationships amongst the officers are highly regarded. Additionally, there are many more transforming skills I have achieved such as:

- **Strong communication skills:** communication is a key to building network. In my corporate life as well as university help a lot to build better communication skills and networking. And it is a key to success in life.
- **Decision making skills:** throughout my undergraduate program including the internship program at Datapath limited helped me to take decision in every situation or about any task. I became confident throughout my internship and BBA program.
- **Emotional intelligence:** from my course to corporate life during internship at Datapath limited I have learned and obtained the ability to perceive the capacity to recognize, use, comprehend, regulate, and handle emotions. In my daily life and formal life as well. So, I had to manage all the upcoming schedule and work related activities and plan for it.

4.1.4 Professionalism

I've noticed that everything in my life has changed since I joined Data Path, including the way I interact with my colleagues and fellow employees. Aside from that, I learnt how to fulfil my commitments as a professional. In addition, I have gained teamwork skills since starting at Datapath as an intern. Our team leader shares the job among the members as several plans emerge each day. The finished plan is delivered to our supervisor for review. In some circumstances, the work is distributed among the remaining team members if a team member is unable to come into the office.

Analytical skills: As I have worked in data path and there are a lot of tasks and project I had to do, I had to input the daily data of amendment and cares and secure act project work with new plan projects and achieve those skills. Additionally, A very efficient technique to impact a company is through data analytics. In a meeting, others may also have their own perspectives, but if someone can present evidence to back up their claims and suggestions, they will command more respect.

How to adapt to new teams and working environments: When I started my internship program, I got appointed in ERISA team. There were 8 members most of them are senior

employees but them was really nice to work. From the very first day I have adapted myself with the team because they were so friendly and the task, we used to do is all about team work. Without team work target will not be fulfilled. As the working environment were so friendly and team members were so supportive, I did not feel shy & nervous to ask questions and discuss about difficulties and problems and that made my adaptation process with a new team and work environment so easier.

Get comfortable with data: in Datapath always I used to make new plan like solo plan, plan amendment and many more I have discussed earlier, therefore I need to deal with a lot of information or data provided by the client. At the very beginning I faced a difficulty to get comfortable and understand all those data and information provided in set up guide, dgem and unify software. But with time and practice I am now used to with data.

4.2 Lessons learned from the University

Always be present on time:

This is the primary thing I have ever learned throughout my university life. Time management is vital, every day I had classes at 8 a.m., so I had to be on time, and I used to have a routine life. Now I am having the benefit of it in my corporate life because I have to present at the office on time.

Leadership skills:

As the motto of AIUB is "Where leaders are created," it is all about leadership skills. This is another biggest lesson I have learned from my university. Because we always work with a team, I know how to lead a team to organize any event or program successfully. In addition, through AIUB, I have done one leadership and skill development program called "The Duke of Edinburgh International Award," and I learned a lot.

Chapter 5

Concluding Statements

5.1 Concluding Statements

To sum up, in my entire internship journey I have learned a lot of practical things and gathered a lot of new skills and abilities. I have learned how corporate life works. And I have developed myself throughout my internship journey. And one thing I have learned from my university and the courses I have done all is related to practical life that made my learning process easier.

Secondly, worldwide, outsourcing businesses are growing, and Bangladesh is performing brilliantly in this sector. Although there are numerous outsourcing firms in Bangladesh, Data-Path is one of them and is making good success. Jim Hudson and John Humphrey, two Americans, run Data-Path. Within a period of twelve years, they went from six reps to around 450 workers, and the company is still expanding. They did this by hiring well-motivated people who were continuously eager to learn new things. I must admit that over my four months at Datapath Limited, I have come to appreciate a fantastic company that operates in a setting where employees regularly may contribute their ideas for making the process easier and better. Additionally, It is never easy to explain to someone where I have been working for my internship, but this company is the top Third-Party Administrator (TPA) Outsourcing partner in the USA. It functions with the aid of July Business Services. In addition to July Business Services, Data-Path also works with eight other outsourcing companies. I am grateful that I had the opportunity to complete my internship program at Datapath, where I learned a tremendous amount of information, acquired a profession, and sought advice from my administrator. I will remember this experience for the rest of my life and use it to my advantage.

5.2 Recommendation for Future Strategic Actions

- **Recommendation for IT related Problems:**

By bringing on some fresh IT pros, Datapath can quickly tackle some of their IT-related issues. so that any server issues or functionality issues may be resolved more quickly than in the past.

- **Recommendation for Cycle 3 restatement:** To complete the cycle 3 restatement and boost personnel inside the organization, Datapath can recruit capable and competent interns and permanent employees

- **Recommendation for System Break:** Datapath can offer strong Wi-Fi that is connected to the internet. Because sometimes unify gets down and take lots of time download a pdf file to Additionally, this system break problem may be fixed by employing some extra employees to maintain the server and internet connection properly. so that any server issues or functionality issues may be resolved more quickly than in the past.

- **Weekend holidays:** Datapath limited can have half day home office on Friday instead of physical office. In my opinion, as it is an it firm it would not be tough.

Chapter 6

Proposed Improvement Plan

6.1 How will you implement your recommendation?

Here, I have provided a improvement plan bellow that elaborates that how will I implement the recommendations I have provided

Proposed Improvement Plan for the organization:

| Existing Problem/Weak Areas of the Organization as identified in the AR | Actions to be Taken/Proposed Solution to the Problem | Strategy (Mode of implementation or ways of addressing the problem) | Office/Personnel Involved (Who will implement and who will benefit/affected by the Action/Solution) | Resource Requirements (Manpower and Financial) | Expected Concrete Result/Outcome |
|---|--|--|---|--|--|
| IT related problem | Hire experienced IT expats | By offering vacancy and announcement through bd jobs and linkdin | IT department along with Human resource department | As company requirements and ability | Network related issues including server down can mitigated also work effectiveness & quality will increase |
| Cycle 3 Restatement Problem | Hire new interns and experienced permanent employees | HR department should focus in ERSA to increase man power | ERISA and HR department | ERISA department should increase the number of senior officers | The restatement problem will be solved and work speed and quality will increase |
| System break problem | Update technology and system softer | IT department should focus more on inhouse system management as well as out source | IT department | Hire new softer developer and IT-experts | server issues or functionality issues may be resolved more quickly |
| Weekend holidays | Implement new holiday schedule | HR department should focus on it along with other departments | Human Resources department | No financial support is needed. | Employees will feel motivated. And work effectiveness will increase |

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3. Taifur Rahman, Department Head, ERISA department, Datapath Limited.
4. Gufran Siddique, Executive officer, ERISA department ,DataPath Limited.
5. Al-Amin Hossain, Distribution Executive, ERISA department ,DataPath Limited

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Education

Bachelor Of Business Administration (BBA)

American International University Bangladesh (AIUB)

- 1st Major Marketing & 2nd Major Management Information Systems (MIS)
- 11th semester
- CGPA 3.84 out of 4.00
- Credits Completed: 141 out of 141 credits

Major Courses of MIS: blockchain technologies, web technologies, business graphics, web-based marketing, Data science.

Major Courses of Marketing: consumer behavior, IMC, brand & product management, marketing research, marketing management, sales

Internship: 4 months at Datapath limited

Higher Secondary School Certificate (HSC)

Govt. R.C College, Barisal

- Business Studies
- Passing Year: 2018 (Barishal Board)
- GPA 3.58 out of 5.00

Secondary School Certificate (SSC)

Govt. Muslim Model High School

- Business Studies
- Passing year 2016 (Barishal Board)
- GPA 4.78 out of 5.00



Achievements:

- The Duke of Edinburgh International Award (Gold)



Extracurricular Activities:

- Got best Volunteer & event management for Biztech3.0 organized by department MIS
- Runners up in AIUB Business brain box, organized by FBA.
- 2nd Runners up business incubator, organized by FBA AIUB

Skills & Abilities:

- Good at Adobe Photoshop (Poster making, Photo Editing)
- Good at MS Office 365
- Public communication

Language Skills: English, Hindi & Bangla

References:

Md. Mizanur Rahman

DIG, Dhaka Metropolitan Police

Police Headquarter

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Phone: 01913400431

Dr. Shahin Akter Sarker

Associate Professor, Marketing

Faculty Of Business
Administration (AIUB)

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Abrar Faysal Rahman

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Sector 13, Uttara, Dhaka

Mail: abrarfaysalrahman@gmail.com

Contract: 01773282813

LinkedIn:

<https://www.linkedin.com/in/abrar-faysal-rahman-ab176921b>

I am interested in a position in where I can utilize my excellent communication & learning skills of my major fields. And a place that will offer me a stable and positive atmosphere that inspires me to innovate the work culture for the betterment of all parties concerned.

Personal Information

Fathers Name: Mahabubur Rahman

Mothers Name: Nasrin Begum

Permanent Address: Amena Vila,
Ombikapur, Mahendigonj Barishal

Present address: House 29, Road 8, sector
13 Uttara 1230

Date of Birth: 25-02-2000

Blood Group: Ab Pos

Nationality: Bangladesh

Hobbies: playing guitar & singing song

DP/HRD/2022/41
September 28, 2022

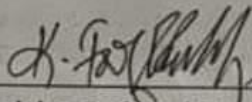
Abrar Faysal Rahman
American International University-Bangladesh
408/1, Kuratoli, Dhaka-1229, Bangladesh

Subject: Internship Program.

Dear Abrar Faysal Rahman,

In reference to your application, we would like to congratulate you on being selected for internship with DataPath Ltd. based at Ambon Complex, 8th -9th Floor, 99 Mohakhali Commercial Area, Dhaka-1212 Bangladesh. Your internship program is scheduled to start effective **October 1, 2022** for a period of **4 months**. All of us at DataPath Ltd are excited that you will be joining our team!

As such, your internship will include training/orientation and focus primarily on learning and developing new skills and gaining a deeper understanding of concepts through hands-on application of the knowledge you learned in class.



Khandaker Fazle Rabbi
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