

UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING

INDUSTRIAL TRAINING REPORT

**<INDUSTRIAL TRAINING AT SUMMITNEXT
TECHNOLOGIES>**

By

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YEAR 4

BACHELOR OF COMPUTER SCIENCE (BIOINFORMATICS)

TRAINING PLACE : SUMMITNEXT TECHNOLOGIES SDN BHD

TRAINING PERIOD : 25/9/2023 – 9/2/2024 (20 WEEKS)

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DR KHATIBSYABINI

REPORT DATE : 12/10/2023

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I want to express my sincere gratitude to Ms. Hasniza Illias and Dr. Khatibsyabini, my two supervisors, for helping me with the preparation of this report. I could not have completed my industrial training effectively without their help. I also want to express my appreciation to the Summitnext Technology team. Along with offering me guidance, they have also helped me with the projects. My profound gratitude also goes out to my parents, who have given me unwavering love and support during my industrial training programme. I have relied on them since the first day of my industrial training

ABSTRACT

This report details an industrial training experience at Summitnext Technologies Sdn Bhd in a business intelligence unit of team, led by Assistant Manager Ms Hasniza Illias, plays a crucial role in decision-making processes and strategic vision. The focus of the author training was within the team to develop a data visualization by collaborating with Assistant Business Analyst Mr Afiq Riyo Azizi, the team focuses on translating data into actionable insights, enhancing efficiency, and fostering innovation. These industrial training serves as the perfect place for the young students to know the operation in the industry. Notably, the author developed an advanced resume system for efficient and precise information extraction during the hiring process. The creation of a cutting-edge and inventive resume system is a notable feature of the author's work throughout this training session. This system demonstrated ability to integrate theoretical knowledge with real-world application, and it was created to aid in the accurate and efficient extraction of information during the hiring process. Next, the author involved in the documentation of the application called 'chatbot'. The tasks involved based on the development of 'chatbot' that will be implemented in the actual Summitnext technologies Sdn Bhd website.

ABSTRAK

Laporan ini memperincikan pengalaman latihan industri di Summitnext Technologies Sdn Bhd dalam unit perisikan perniagaan pasukan, diketuai oleh Penolong Pengurus Cik Hasniza Illias, memainkan peranan penting dalam proses membuat keputusan dan visi strategik. Fokus latihan pengarang adalah dalam pasukan untuk membangunkan visualisasi data dengan bekerjasama dengan Penolong Penganalisis Perniagaan Encik Afiq Riyo Azizi, pasukan itu memfokuskan pada menterjemah data kepada cerapan yang boleh diambil tindakan, meningkatkan kecekapan dan memupuk inovasi. Latihan industri ini berfungsi sebagai tempat yang sesuai untuk pelajar muda mengetahui operasi dalam industri. Terutama, penulis membangunkan sistem resume lanjutan untuk pengekstrakan maklumat yang cekap dan tepat semasa proses pengambilan pekerja. Penciptaan sistem resume yang canggih dan inventif merupakan ciri penting karya pengarang sepanjang sesi latihan ini. Sistem ini menunjukkan keupayaan untuk mengintegrasikan pengetahuan teori dengan aplikasi dunia sebenar, dan ia dicipta untuk membantu dalam pengekstrakan maklumat yang tepat dan cekap semasa proses pengambilan pekerja. Seterusnya, penulis terlibat dalam pendokumentasian aplikasi yang dinamakan 'chatbot'. Tugas yang terlibat berdasarkan pembangunan 'chatbot' yang akan dilaksanakan dalam laman web sebenar Summitnext technologies Sdn Bhd.

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CHAPTER 1

INTRODUCTION

1.1 COMPANY INFORMATION

Summitnext Technologies Sdn Bhd (SNT) was established in 2020 and is founded by Mr Ajay Agarwal with deep expertise in global outsourcing. SNT is a Malaysia-based "Technology Driven CX company" committed to delivering excellent customer experiences for clients of all sizes. The company's cutting-edge technological solutions have shown to be the best for navigating the difficulties of the Covid age since Summitnext Technologies are focused on providing cost-effective solutions, especially designed for small to mid-size organizations. In the core of the business, Summitnext Technologies are experts in closing the skill gap in the CX sector while also assisting in job growth with their extensive training programmes (Summitnext, 2020) .



Figure 1.1 Logo of Summitnext Technologies Sdn Bhd

Summitnext Technologies are experts at delivering world-class customer experiences and assisting companies with the digital transformation of CX in the field of business process management (BPM). Summitnext Technologies knowledge also

includes BPO Consulting, where Summitnext Technologies provide BPM Workforce Management Solutions and aid in the establishment of BPM operations in Malaysia. The recruitment, onboarding, payroll processing, and general staff management are all covered by Summitnext Technologies' Outsourced staff Management Service, which also guarantees flawless personnel administration on SNT payroll.

Summitnext Technologies provide Outsourced Facility Leasing Services, taking care of infrastructure needs with or without IT infrastructure, for businesses looking for outsourced facility solutions. Summitnext Technologies also offer flexible choices, such as access control zones and physical segregation. Modern Technology Solutions, which include creative software and hardware solutions suited to the requirements of contemporary enterprises, complement our services. Summitnext Technologies provide BPO Certification programmes in cooperation with governmental organizations and academic institutions as part of the commitment to supporting skill development. These training programmes not only help people in the CX business become more skilled, but Summitnext Technologies also help the workforce as a whole expand and remain stable.

In the organization, Summitnext Technologies are led by Mr. Ajay, a dynamic and visionary CEO with experience in global outsourcing. Mr Ajay's strategic insights and leadership have been instrumental in shaping our company's direction. Leading the way in finding new clients is their Lead Generation Specialist. Ms. Connie, an Operations Manager who pays close attention to detail. Ms. Connie oversees a team of 30 Customer Service staff who make sure their clients get the best service. Taking care of people is Ms. Azwanie, an HR Executive. Ms. Azwanie goes beyond regular HR work to create a positive work environment and help the staffs grow.

With a total staffs of 68 individuals, each member of the team plays a crucial role in the success of the organization. Together, Summitnext Technologies form a cohesive unit, driven by innovation, commitment, and a shared vision for redefining outsourcing and customer experience in the digital age.

Table 1.1 Details of the Company

Company Name	Summitnext Technologies Sdn Bhd
Company Address	B-12-13, Prima Avenue (The Tube , Jalan PJU 1/39 , Dataran Prima , 47301 Petaling Jaya , Selangor
Contact	+6011 2980 0SNT
Email	info@summitnext.my

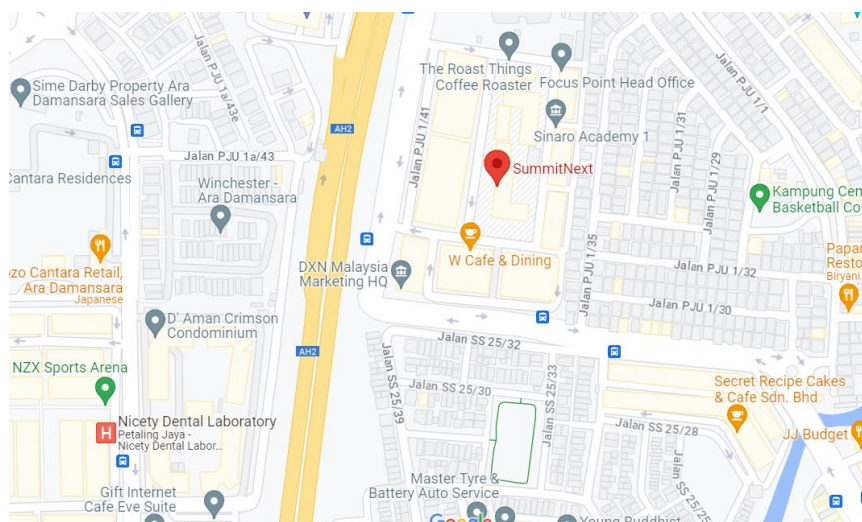


Figure 1.2 Location of Summitnext Technologies

1.2 ORGANIZATION STRUCTURE

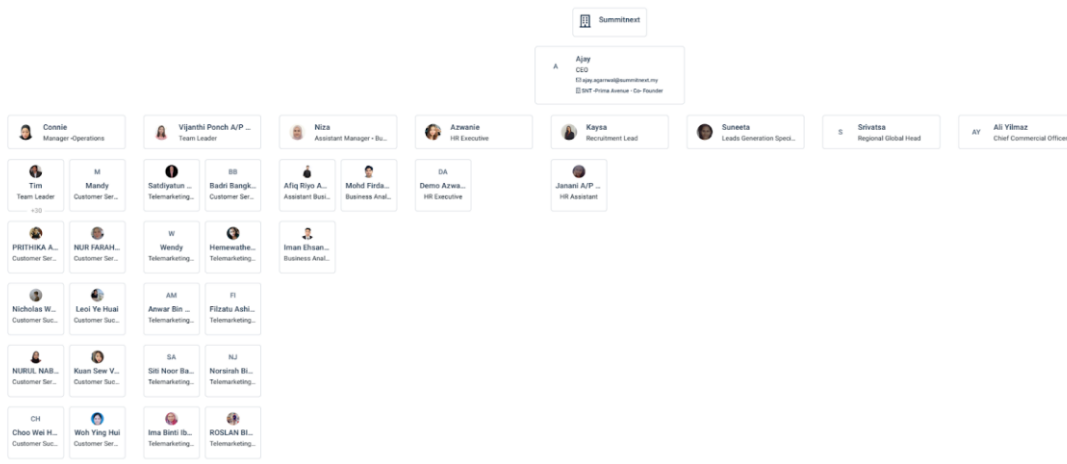


Figure 1.3 Organization Structure of Summit Next Technologies

1.3 DIVISION FOR PRATICAL TRAINING INFORMATION

In the field of business intelligence, the team operates under the guidance of Assistant Manager Ms Hasniza Illias, whose analytical skills of decision-making processes, enriching the strategic vision. Collaborating seamlessly with Mr. Afiz which is an Assistant Business Analyst, whose help the data into actionable insights enhances our efficiency performance.

In addition to these vital contributions, the author have played an important role in various projects, showcasing proficiency across diverse skill sets. Notably, the author developed an advanced resume system automation which is capable of autonomously extracting crucial details like names, phone numbers, emails, and years of experience using Python script. This system helps to ease the hiring process, ensuring precise and efficient information extraction.

In the creative department, the author had taken the lead in producing marketing materials that effectively showcase the brand. The designs created aim to connect strongly with the brand concept and leave a lasting impression on anyone who visits the website. As part of this effort, the author played a key role in redesigning the company website. The focus was not just on making it visually appealing but also on

ensuring that visitors can easily navigate through the content for a smooth and enjoyable experience.

To enhance the overall workflow and efficiency, the author introduced automation using UiPath. This innovative approach has been a game-changer, streamlining and speeding up various tasks. This has not only made the processes more efficient but has also made more adaptable to the dynamic demands of the industry.

In summary, the author’s role within the business intelligence unit is quite diverse. It involves bringing analytical skills, creative thinking, and a commitment to using technology to improve our operations and achieve excellence.

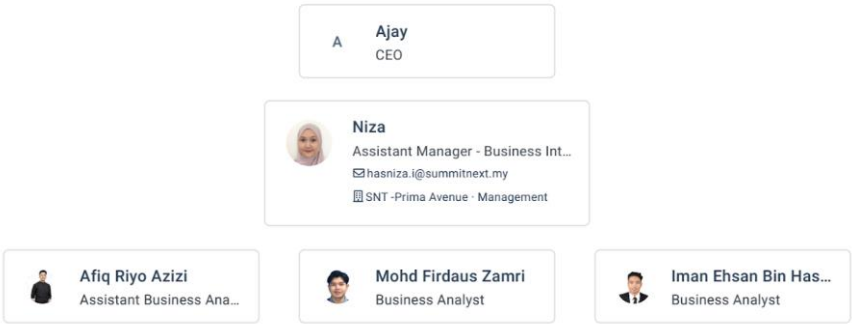


Figure 1.4 Organization Chart of Business Intelligence Department

1.3.1 ORGANIZATION SUPERVISOR

In the business intelligence team, the supervisor is Ms Nur Hasniza Binti Illias, Ms Hasniza is highly respected in the office. Ms Hasniza experienced in the industry had made her become more aware and understand how the industry works. Ms Hasniza plays an important role in managing the team. Ms Hasniza’s leadership and importance in this team has made a significant impact on the team and the company as a whole.

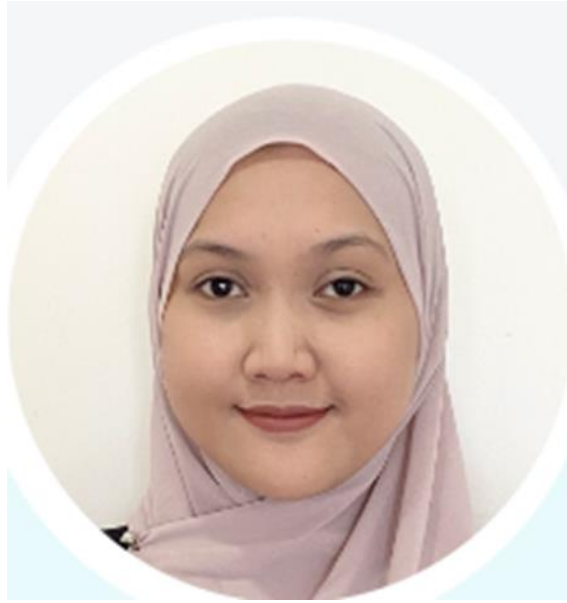


Figure 1.5 Organization Supervisor

Table 1.2 Information about Organization Supervisor

Organization Supervisor's Name	Nur Hasniza Binti Illias
Position in Organization	Manager of Business Intelligence
Organization Supervisor's Phone Number	+6011 1008 9393
Organization Supervisor's Email	hasniza.i@summitnext.my

1.4 INDUSTRIAL TRAINING ACTIVITIES

As part of the training program planned by the division, a project titled Resume Analyzer Automation has been assigned to the author in order to ease the process of hiring by the human resources (HR) department. The primary challenge would be manual recruitment and an assessment of every candidate that applied for the position. HR are having difficulties finding the suitable candidate for the position. With the system that is being developed, HR is able to find the best candidate and make sure that the company achieves the goals. The system will be using python language and a lot of libraries were being implemented and imported.

Gustchat 'chatbot' will be implemented soon in the official website of Summitnext Technologies. So there is more to explore about the system. There will be a need of documentation so that the user and administrator can understand the system works and also use the system more efficiently.

UiPath helps in the process of downloading a lot of resume files. This process will speed up the recruitment process and helps to find the best candidate automatically. The system will be created manually by adding conditions and flowchart to the system so that the system will be able to read and understand the problem. The system will be able to understand the instructions on how and where to click the next process.

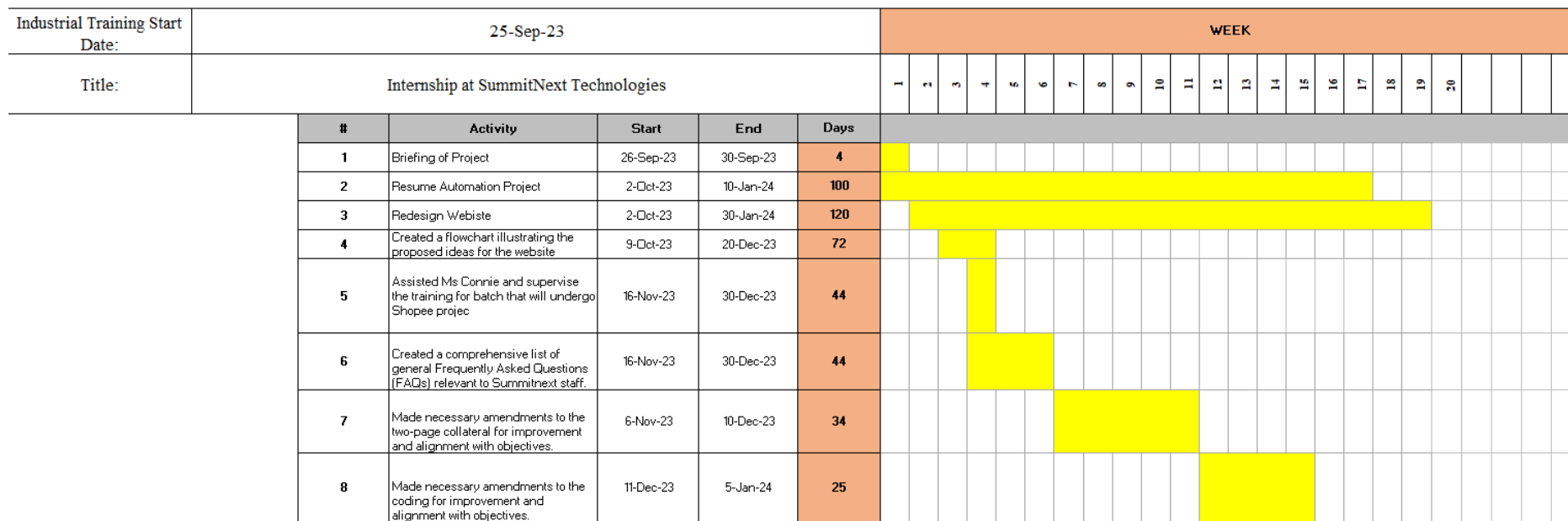


Figure 1.4 The Gantt chart for the activities throughout industrial training.

CHAPTER 2

SPECIFIC DETAILS ON PROJECTS

2.1 INTRODUCTION

Summitnext Technologies is a startup company. As time goes by, the company will need to recruit more people into the company with different types of fields. So it makes the human resources department scan manually and evaluate the large volume of resumes received for each available position in the talent acquisition. Due to the overwhelming number of submissions, it can be difficult to go through each resume in detail, which could lead to mistakes and delays in the hiring process.

So in order to overcome this problem, the author's project for the internship duration is to build a resume analyzer where it helps to automate the process of hiring by automatically scanning a ton of resumes by filtering out the name, email address, skills and total years of experience. It will drastically reduce the workload for our HR team by revolutionizing the way we review and handle resumes. The author's resume analyzer uses artificial intelligence and sophisticated algorithms to quickly and reliably evaluate each candidate's credentials, experience, and abilities.

Right now, Summitnext Technologies undergo a new web design and web site. This new website will feature 'chatbot'. This 'chatbot' will be on the bottom of the website and the user is able to ask questions where this system already includes the questions. 'Chatbot' will make the process of asking easier and there will be no staff to take care of the help desk.

Other than that, the author have already created the automation for recruitment using UiPath. UiPath helps to automate the process of downloading multiple files at one click. The file will be automatically downloaded into the computer. This helps reduce the time of downloading from 30 minutes to only 5 minutes. These processes will improve and increase the productivity and efficiency of the work done and workload.

2.2 OBJECTIVES

The objectives of the project are:

2.2.1 RESUME ANALYZER AUTOMATION

- (a) To boost hiring efficiency by automating the preliminary screening of resumes thus freeing up HR staff members to concentrate on more strategic and value-added work.
- (b) To cut down on the amount of time spent manually screening resumes in order to expedite the hiring process and lower the possibility of losing outstanding candidates to other companies.
- (c) To find pertinent credentials, experience, and skills, candidate assessments will be more accurate by using cutting-edge algorithms and artificial intelligence

2.2.2 UIPATH RECRUITMENT AUTOMATION

- (a) To automate the process of downloading multiple pdf file by setting up the process so the system will detect the flows.

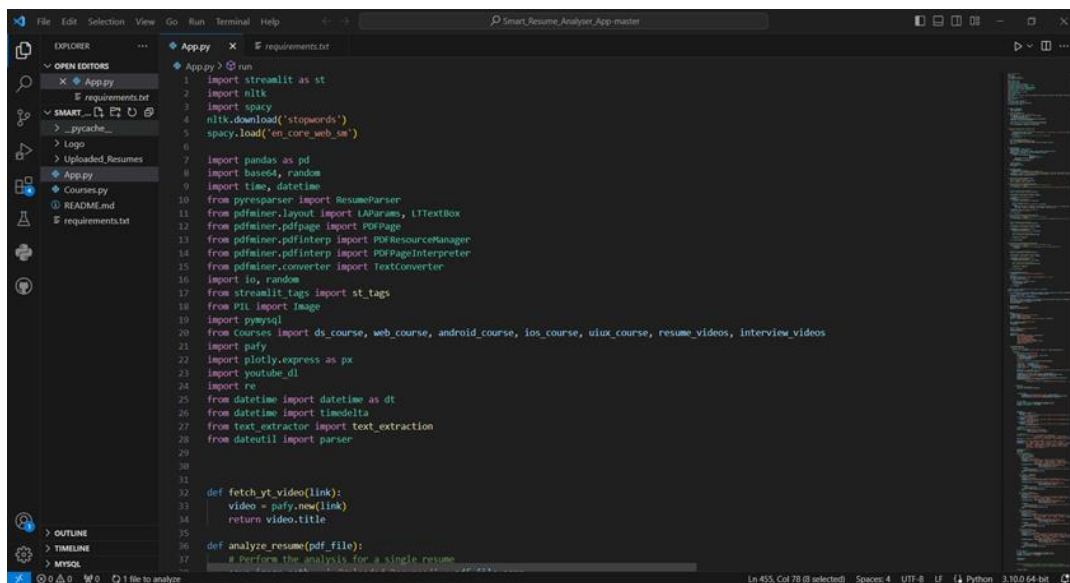
2.2.3 GUESTCHAT

- (a) To automate the process of asking Frequently Asked Questions (FAQs) by integrating it into official website

2.3 TYPE OF WORK DONE

The purpose of the Resume Analyzer application is to help HR or job seekers in particular as it assesses and improves their resumes for application materials. Because the Streamlit framework was used in its construction, the programme offers a seamless user interface.

RESUME ANALYZER AUTOMATION



```
1 import streamlit as st
2 import nltk
3 import spacy
4 nltk.download('stopwords')
5 spacy.load('en_core_web_sm')
6
7 import pandas as pd
8 import base64, random
9 import time, datetime
10 from pyresparser import ResumeParser
11 from pdfminer.layout import LAParams, LTTextBox
12 from pdfminer.pdfpage import PDFPage
13 from pdfminer.pdfinterp import PDFResourceManager
14 from pdfminer.pdfinterp import PDFPageInterpreter
15 from pdfminer.converter import TextConverter
16 import io, random
17 from streamlit.tags import st_tags
18 from PIL import Image
19 import pymysql
20 from Courses import ds_course, web_course, android_course, ios_course, uiux_course, resume_videos, interview_videos
21 import pafy
22 import plotly.express as px
23 import youtube_dl
24 import re
25 from datetime import datetime as dt
26 from datetime import timedelta
27 from text_extractor import text_extraction
28 from dateutil import parser
29
30
31
32 def fetch_yt_video(link):
33     video = pafy.new(link)
34     return video.title
35
36 def analyze_resume(pdf_file):
37     # Perform the analysis for a single resume
```

Figure 2.1 The import of libraries

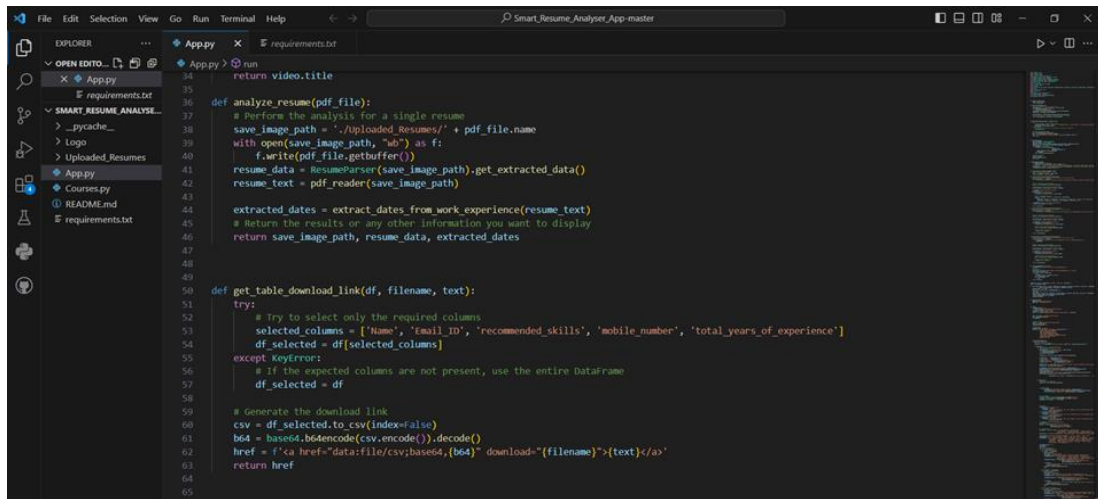


Figure 2.2 The functions for analyze each resume file

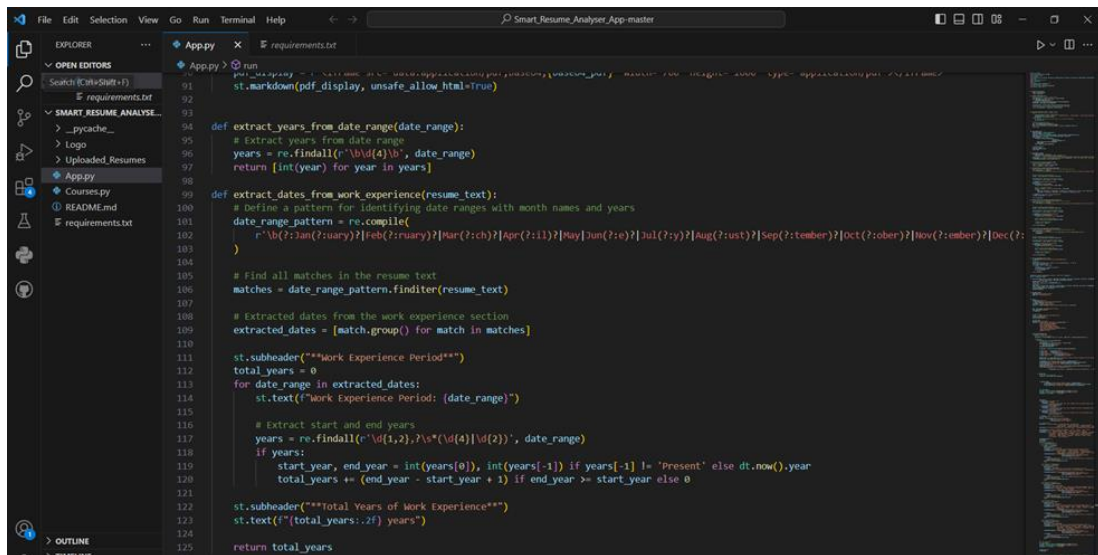


Figure 2.3 The function of extract_dates_from_work_experiences

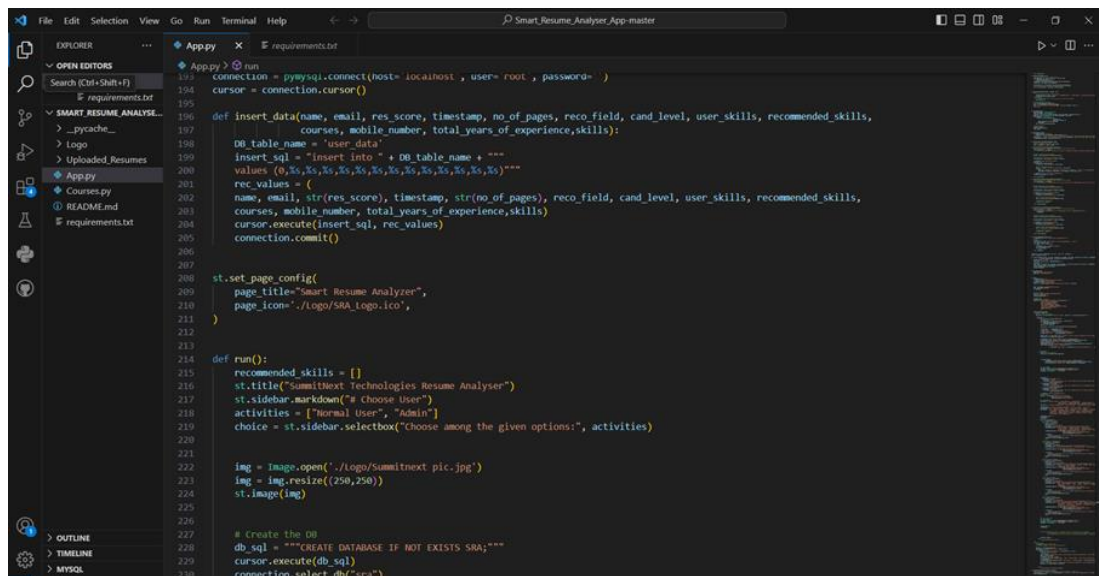


Figure 2.4 The function of insert_data

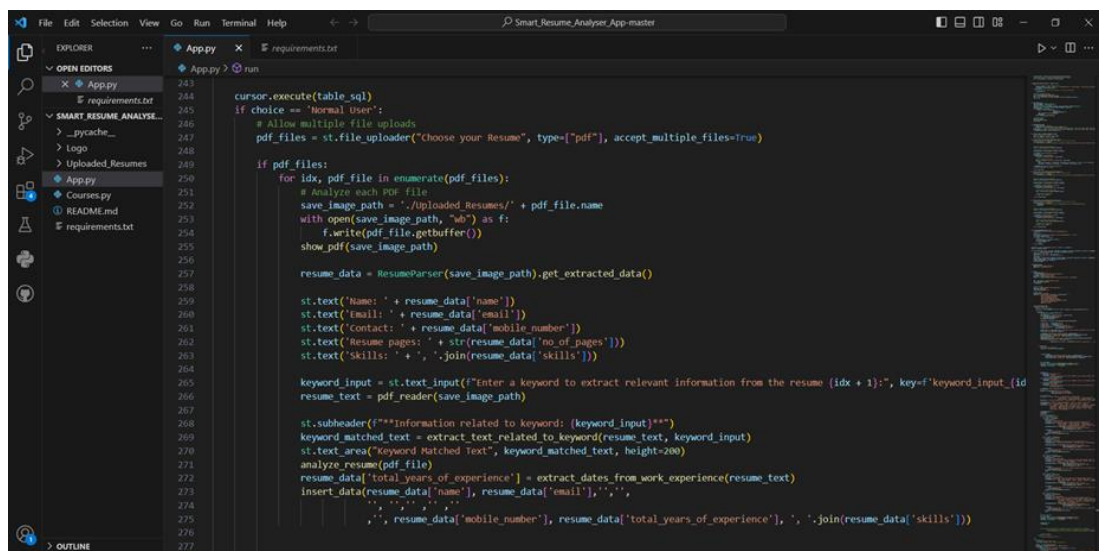


Figure 2.5 The functions of printing out the basic information

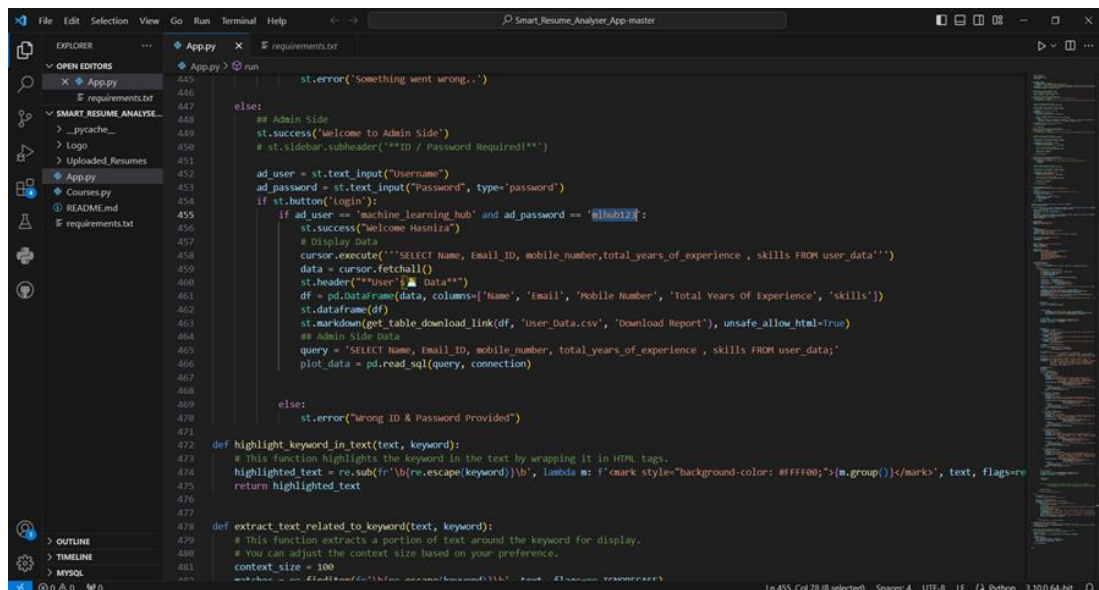


Figure 2.6 The functions of admin side

Key Features of Resume Analyser

Resume Analysis:

When HR uploads their resumes in PDF format, the programme analyzes them thoroughly and pulls out important data including name, email address, contact information, and job history.

PDF Viewer:

To show the submitted resume and enable users to visually assess the material, the application comes with a PDF viewer.

Keyword Extraction:

By entering keywords, users can focus on particular areas of interest by extracting pertinent information from the CV.

Skills Recommendation:

The application makes suggestions for skills and proposes courses that would be suitable to improve them based on the skills listed in the résumé.

User Classification:

Based on the amount of pages in a resume, the system divides users into "Fresher", "Intermediate," and "Experienced" groups.

Store Information:

The extracted information is stored in the database such as name, email, total years of

experience and skills. The data can be printed out as an excel file and HR are able to do analysis of the candidates.

Technical Details

LibrariesUsed:

Streamlit for the web interface, NLTK and Spacy for natural language processing, Pyresparser for resume parsing, and PDFMiner for PDF text extraction are just a few of the Python libraries that the application makes use of.

DatabaseIntegration:

To record user information such as name, email, suggested skills, mobile number, and total years of experience, the programme makes use of a MySQL database.

Typical User Configuration:

After uploading their resumes, HR can get thorough assessments. HR can visually evaluate the candidates' resumes by interacting with the PDF viewer.

Administrator Mode:

With a username and password, administrative staff members can log in.

A tabular overview of user data is shown on the admin dashboard for reporting and analysis purposes.

- Importing Libraries:
 - The script starts by importing necessary Python libraries, including streamlit, nltk, spacy, pyresparser, pdfminer, io, random, pandas, pymysql, base64, time, datetime, Courses module, pafy, plotly, youtube_dl, and re.
- Functions:
 - `fetch_yt_video(link)`: This function uses the pafy library to fetch information about a YouTube video based on the provided link.
 - `analyze_resume(pdf_file)`: This function analyzes a resume provided in PDF format. It saves the resume as an image, extracts data using ResumeParser from the pyres parser library, and also extracts text using the `pdf_reader` function. Additionally, it utilizes the

`extract_dates_from_work_experience` function to extract and display work experience periods.

- `get_table_download_link(df, filename, text)`: This function generates a download link for a DataFrame (df) in CSV format.
- `pdf_reader(file)`: This function reads text from a PDF file using `pdfminer`.
- `show_pdf(file_path)`: This function displays a PDF file using a base64-encoded representation.
- `extract_years_from_date_range(date_range)`: This function extracts years from a date range.
- `extract_dates_from_work_experience(resume_text)`: This function extracts and displays work experience periods from the provided resume text.
- `extract_dates_from_working_experience(resume_text)`: This function extracts and displays working experience periods from the provided resume text.

There are a lot of problems that the author faced during task execution. . For example, to extract the years of experience. The author will need to do the mathematics and calculations that system is able to calculate the duration. It takes a lot of time to figure out the calculation. And also during storing the data, the author learnt that we will need to use the `phpmyadmin` to create attributes and store data. The author learnt a lot during this process.



Figure 2.7 Interface of the Analyser

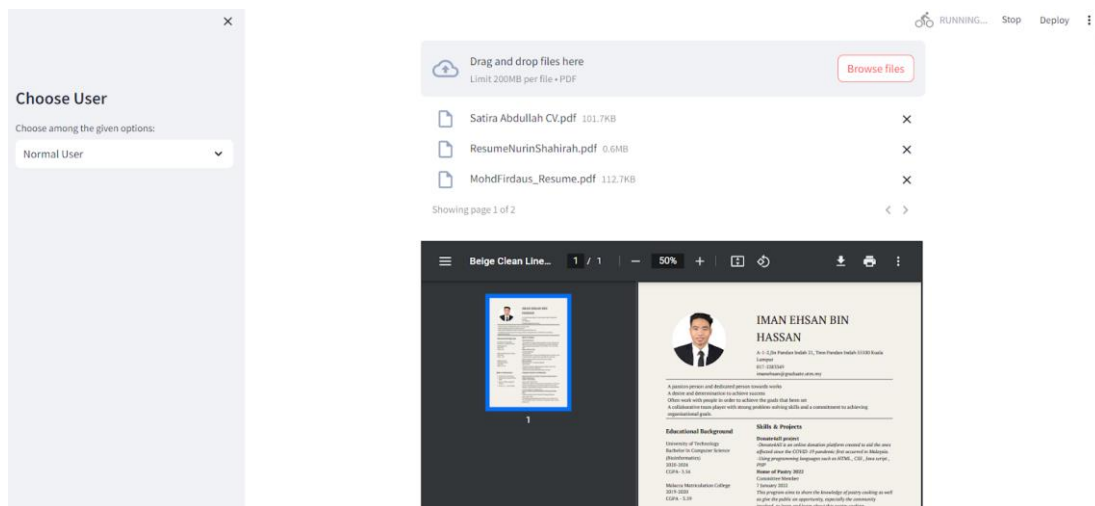


Figure 2.8 Process of Uploading Files

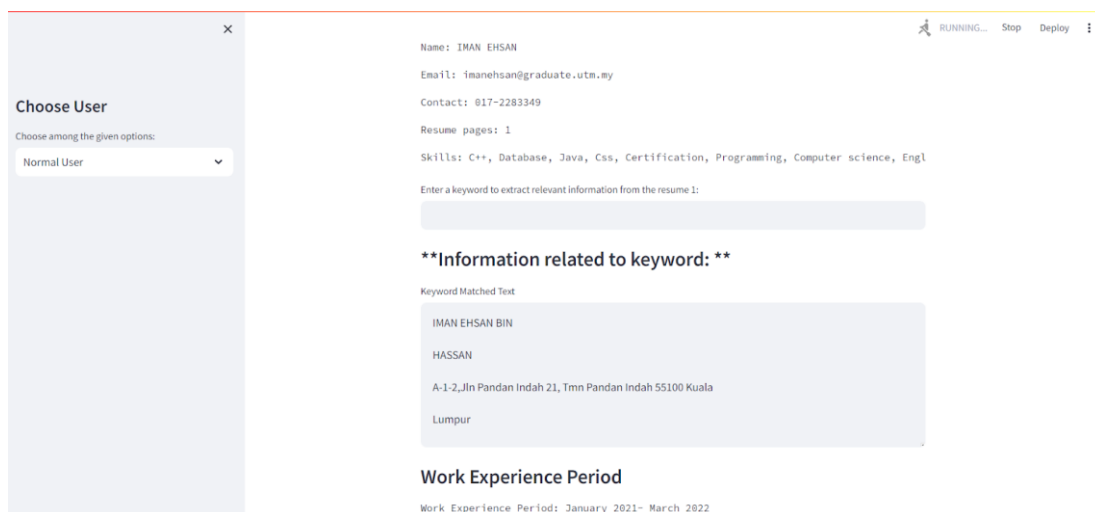


Figure 2.9 Extraction of Name, Email, Years Of Experience

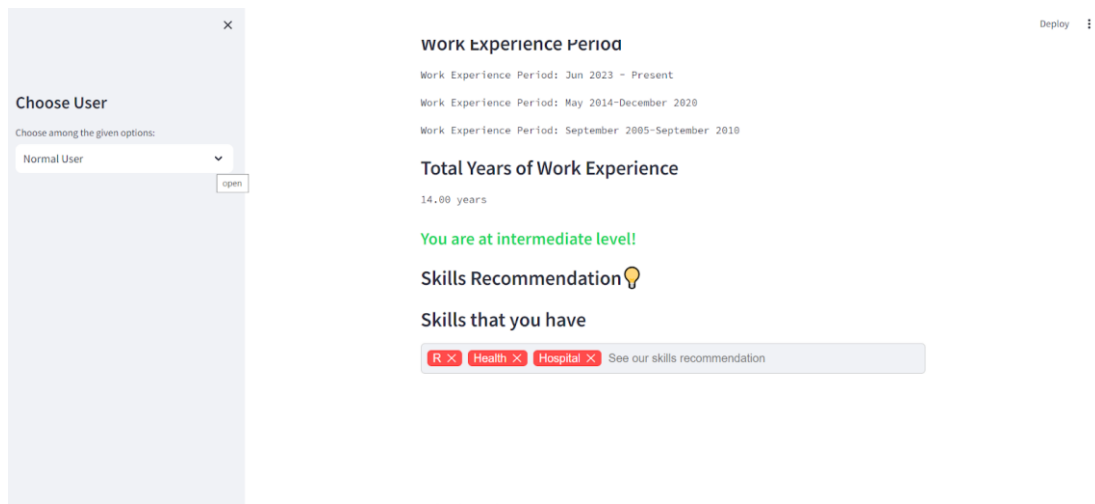


Figure 2.10 Skills Recommended

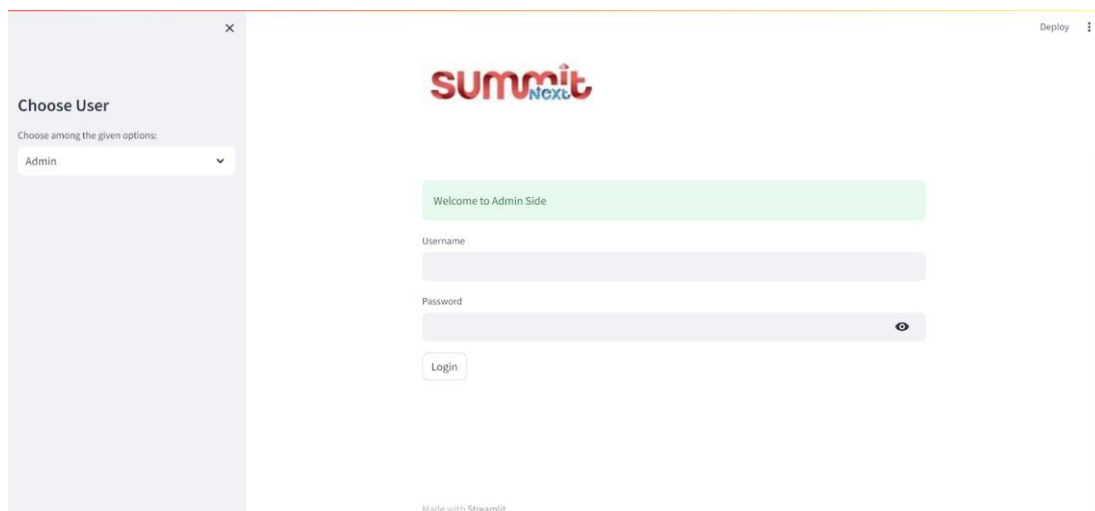


Figure 2.11 Admin login side

Choose User

Choose among the given options:

Admin

Welcome Hasniza

User's  Data

	Name	Email	Mobile Number	Total Years Of Experience	skills
0	Mohd Firdaus	mohdfirdausbinzamri@gmail.com	189 7707	0	Codin
1	Persiaran Meranti	erinshirah.es@gmail.com	011-1248524	3	Adobx
2	Satira Binti	abdullahsatira@gmail.com	017 521 3349	14	R, Hor
3	IMAN EHSAN	imanehsan@graduate.utm.my	017-2283349	2	Datab
4	Mohd Firdaus	mohdfirdausbinzamri@gmail.com	189 7707	0	Codin
5	Persiaran Meranti	erinshirah.es@gmail.com	011-1248524	3	Techn
6	Satira Binti	abdullahsatira@gmail.com	017 521 3349	14	Healt
7	IMAN EHSAN	imanehsan@graduate.utm.my	017-2283349	2	Datab
8	Mohd Firdaus	mohdfirdausbinzamri@gmail.com	189 7707	0	Codin
9	Persiaran Meranti	erinshirah.es@gmail.com	011-1248524	3	Techn

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Figure 2.12 User data in excel form

UIPATH RECRUITMENT AUTOMATION

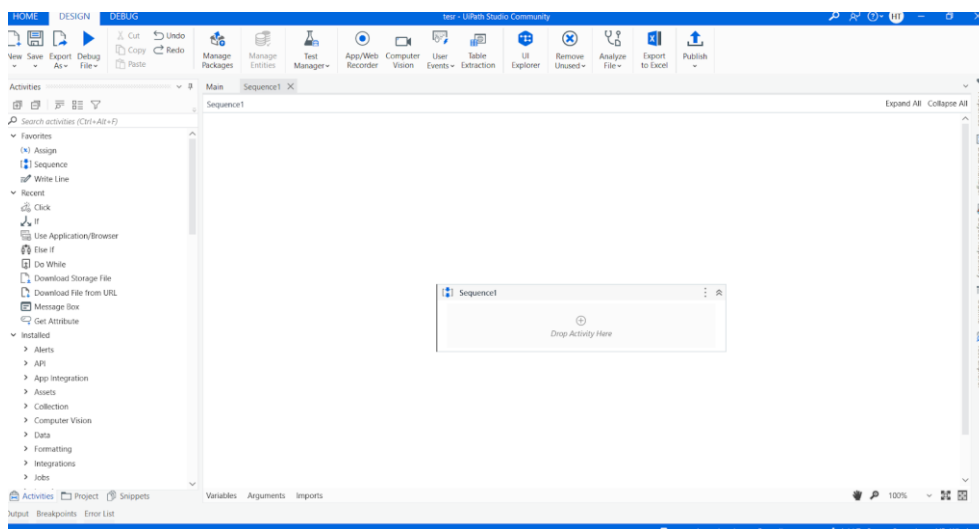


Figure 2.13 The flow of Uipath

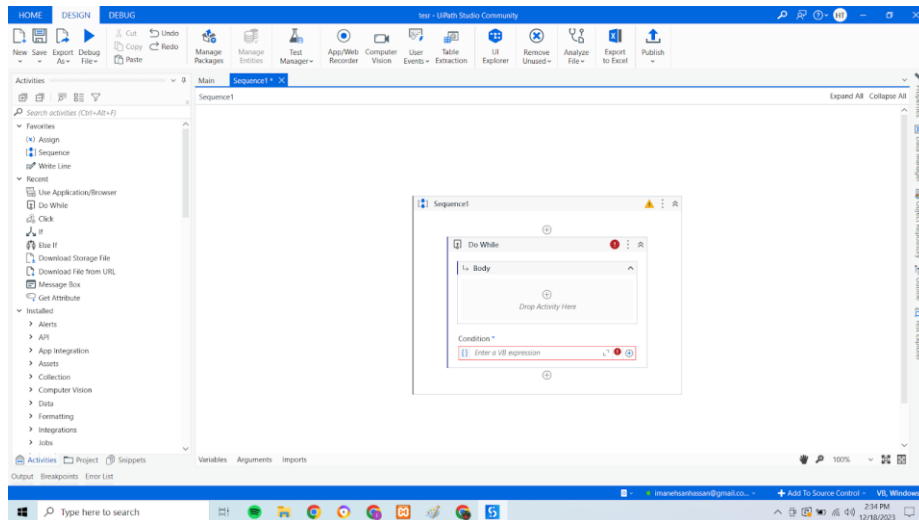


Figure 2.14 The structure of the automation process

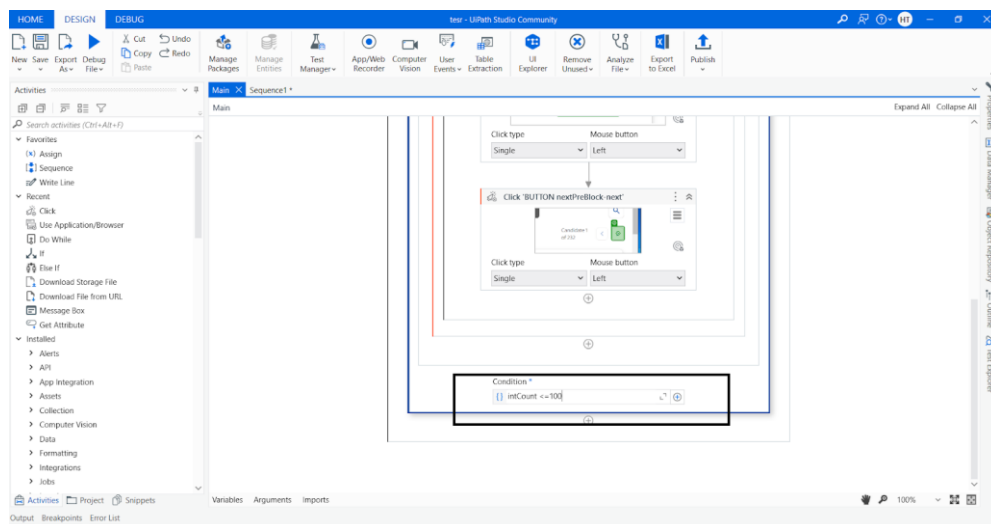


Figure 2.15 The amount of loop such as intCount<=100

GUESTCHAT CHATBOT

The primary function of the chatbot was to serve between the organization and its users. Through seamless collaboration with various departments and organizations, the chatbot played a pivotal role in enhancing user understanding of the company. By providing insightful and relevant questions, the chatbot facilitated a comprehensive exploration of the company's offerings, values, and mission. This collaborative effort aimed to create an interactive and engaging experience for users seeking information about the organization.

The system was designed to operate seamlessly and effortlessly, ensuring a user-friendly interface that encouraged user interaction. By streamlining processes and minimizing complexities, the chatbot became an accessible and efficient tool for users to navigate and explore the wealth of information available.

One notable feature was the chatbot's capability to track user data. This functionality not only personalized user interactions but also provided valuable insights into user preferences and behaviors. The collected data played a crucial role in refining the chatbot's responses and tailoring information to meet the specific needs of individual users.

In addition to its interactive role, the chatbot actively participated in the analysis of frequently asked questions (FAQs). This involvement contributed to a continuous improvement cycle, allowing the organization to identify trends in user inquiries and adapt responses accordingly. The analysis of FAQs aimed to enhance the chatbot's efficiency in addressing common queries, ensuring users received accurate and prompt information.

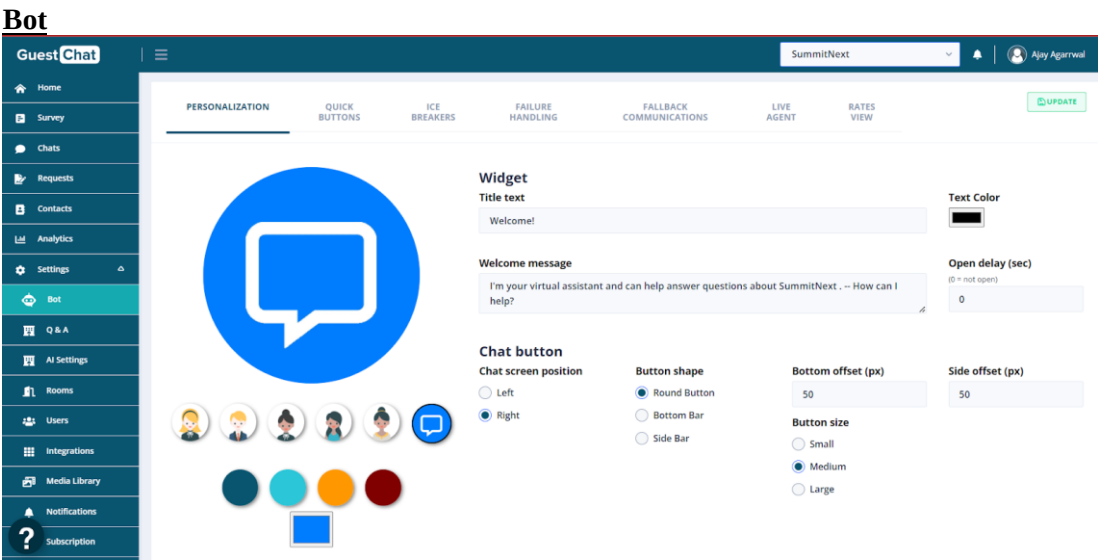


Figure 2.16 The option of customization

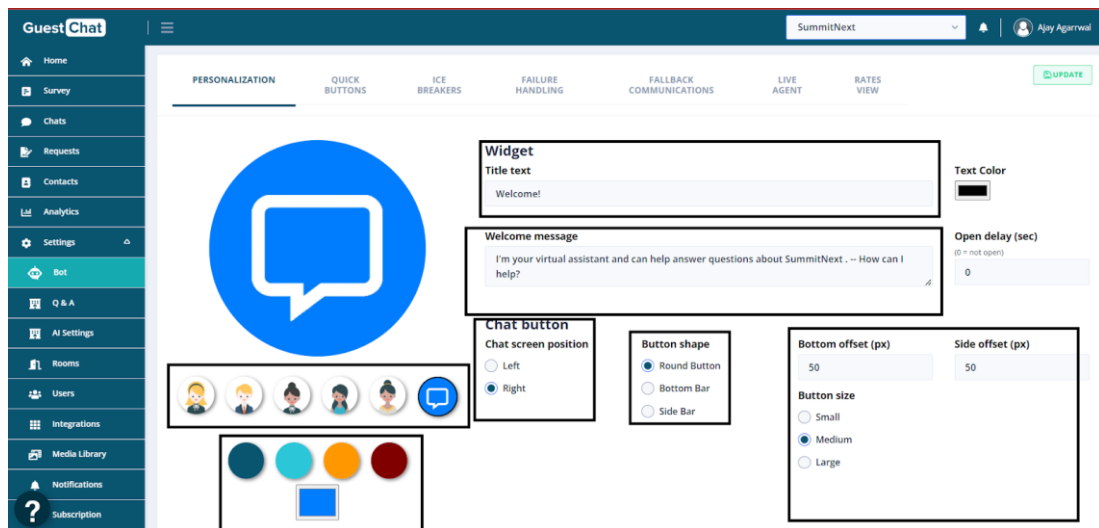


Figure 2.17 The option of customization

Table 2.1 The Description of Bot

Function	Description
Bot	- Go to Bot under settings - Change the colour, theme , chat button etc under "Personalization" - Change the primary bar & secondary bar under "Quick Button" - Click "Update" to update changes

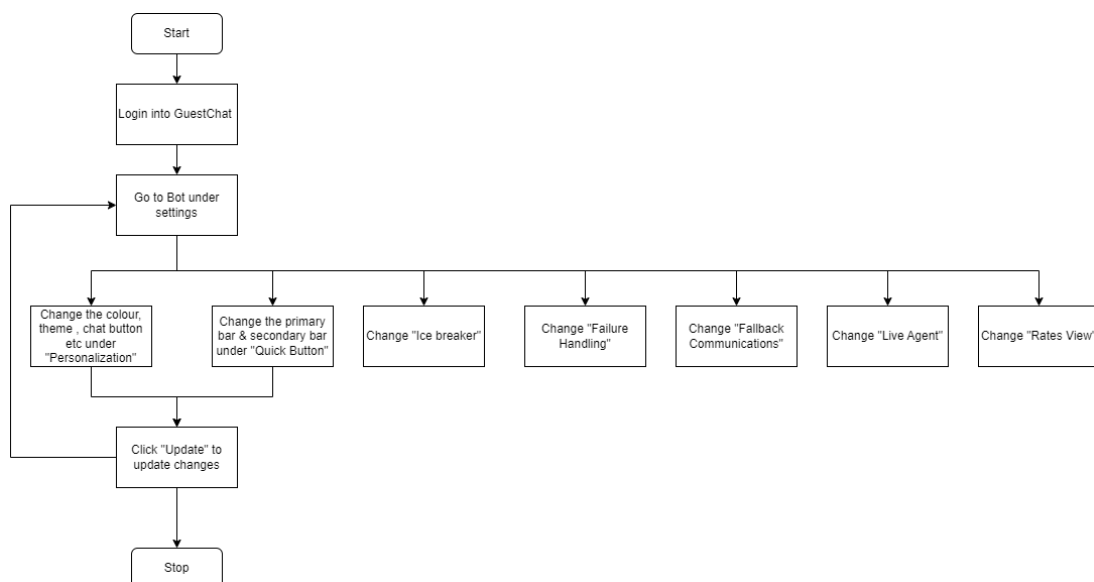


Figure 2.18 The flowchart of Bot

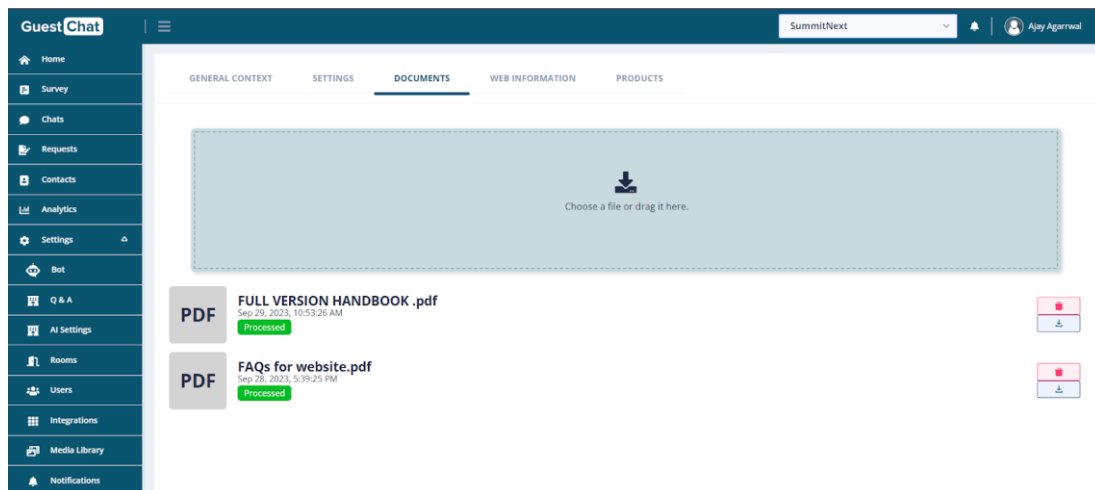


Figure 2.19 The box to upload file

Table 2.2 The Description of AI Settings

Process	Description	Suggestions	Bottleneck
Upload File	-Admin is able to upload files such as FAQs. -The chatbot are able to answer it based on the questions that contain in the documents -This process enable the user to ask the FAQs and the chatbot able to answer it instantly - Click on "AI Settings" - Click on Documents - The admin can upload files into the folder given. The file format only pdf or word file - The system will be processed the file -Go to "Preview" , from there the user can ask the questions that the user can include in the documents	-The chatbot are able to correct the grammar ,paraphrase it to give a proper answer and output -The chatbot give more shorten answer where it is accurate	-Chatbot will give a long paragraph answer even though the admin already put the bullet points in documents. -the chatbot will need to be refreshed for a while as it keeps saying "Sorry, that was difficult for me to understand. Can you please try using a shorter sentence?"

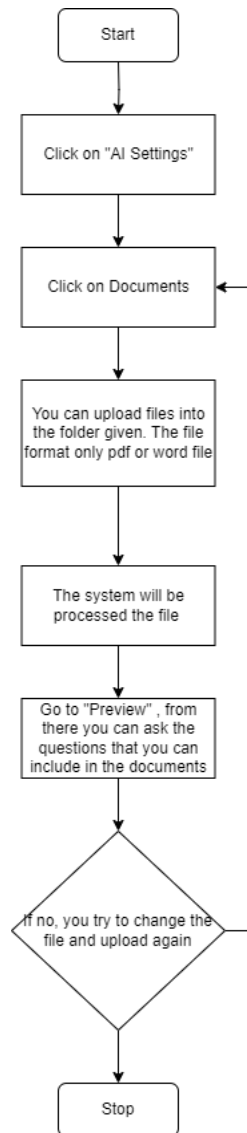


Figure 2.20 The flowchart of AI Settings

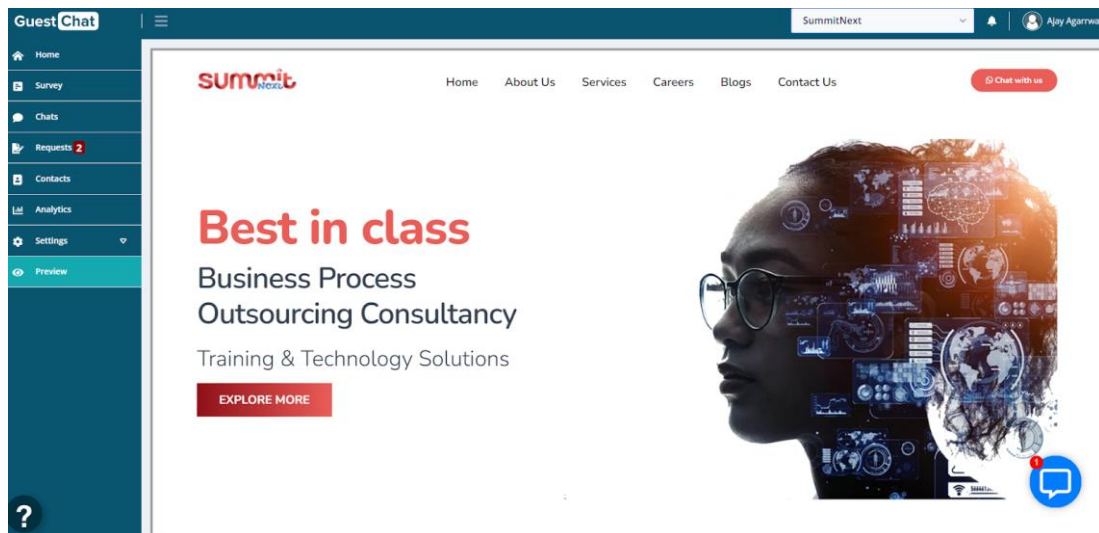


Figure 2.21 The interface of preview

Table 2.3 The Description of preview

Function	Description
Preview	Under "preview", the admin able to test the chatbot

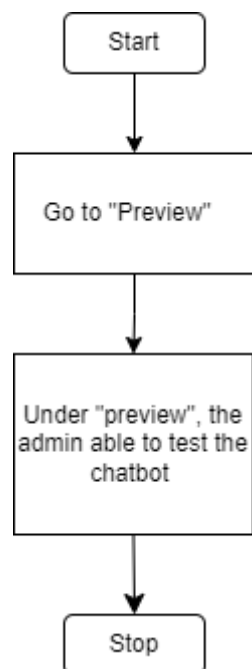


Figure 2.22 The interface of preview

2.4 HARDWARE AND SOFTWARE USED

For this project, all the solutions are being built in the Visual Studio Code, UiPath which are in Cloud Platforms. So there are no hardware are being used in the project. All the software tools are being used were listed down

Resume Analyser Automation – Visual Studio Code, Python, MySQL, Xampp

UiPath Recruitment Automation– UiPath software

Chatbot- Guestchat

2.5 TIME PERIOD GIVEN TO COMPLETE THE TASKS

The task schedule plan is important to helps the author to actively complete the tasks in the period of time to ensure the productivity is great. The task schedule is very necessary to align with the business analyst team to make sure that the work for the Resume Analyser Automation will be run smoothly and efficiently. The task duration to complete the task with the materials and informations are from October 2023 to January 2024. Meanwhile, for the UiPath Recruitment Automation is from November 2023 to December 2023. The author have done the Chatbot Documentation from January 2024 to February 2024.

2.6 KNOWLEDGE GAINED

Throughout the industrial training, the author learnt that in the role of a Business Analyst within the Business Process Outsourcing (BPO) context, there was a focus on comprehending different business processes. This involved studying the workflow, identifying pain points, and recognizing areas where improvements could be made to enhance overall efficiency.

Meanwhile, in the application of Python and MySQL in creating a Resume Analyser Automation indicates a technical proficiency in programming and database management. Python, a versatile programming language, was likely used for its ease of integration and extensive libraries. MySQL, a relational database, suggests a structured approach to storing and managing data related to resume analysis.

This knowledge helps in signifying the successful application of theoretical concepts and knowledge gained through academic or professional learning to real-world scenarios. It reflects a capacity to bridge the gap between theoretical understanding and practical implementation, a valuable skill in any professional setting.

2.7 ISSUES FACED

The implementation of the resume system has encountered multifaceted challenges, including the diverse and inconsistent nature of resume data, which poses the risk of inaccuracies in information extraction. Additionally, the complexity of integrating the system with other HR or recruitment tools demands more planning and collaboration to ensure seamless functionality. Regular maintenance is important, as neglecting updates could lead to system vulnerabilities and decreased performance. Moreover, the accuracy of resume parsing algorithms remains a persistent challenge, requiring ongoing efforts to refine and enhance their capabilities. In navigating these issues, a proactive approach involving user education, stringent validation processes, and continuous adaptation to industry advancements is crucial for sustaining the effectiveness of the resume system in the dynamic landscape of recruitment processes.

2.8 CONCLUSION

The system is able to run and relieve the burden in the HR department. Overall, the analyser helps HR a lot in terms of filtering and finding the best candidates for the positions. When combined with customized course recommendations, the skill recommendation tool goes beyond simple analysis and actively assists HR in improving their skills. The Resume Analyzer System will improve the overall effectiveness of our hiring process in addition to saving us a significant amount of time. Its capacity to locate the most promising applicants rapidly will enable HR staff to act fast and decisively.

The chatbot has the potential to completely transform user engagement by enabling smooth communication. The inquiry process will be streamlined by the system's intelligent pre-loading of responses to inquiries that users may ask. Notably, the goal of this connection is to improve the user experience by offering precise and fast information without requiring specialized employees to run a traditional help desk.

The UiPath helps by giving the impact of this automation extends beyond time savings; it directly contributes to increased productivity and efficiency in managing workloads. By automating a previously manual and resource-intensive task, Summitnext Technologies has effectively optimized its recruitment process. The reduction in download time translates to more available resources and faster turnaround, allowing the recruitment team to focus on higher-value tasks and strategic decision-making. Furthermore, the successful integration of UiPath not only represents a technological achievement but also underscores the company's commitment to embracing cutting-edge solutions for process improvement

CHAPTER 3

AN OVERVIEW OF INDUSTRIAL TRAINING

3.1 INSIGHTS FROM INDUSTRIAL TRAINING

In the process, the author's supervisor helps a lot by explaining the hiring process. The author's supervisor mentioned that the HR department was having difficulty finding suitable candidates. Before building the resume analyser, the author's supervisor asked the author to do the flowchart of the process, so that the author can get a clear picture of the issues. After making the flowchart, the author's supervisor reviewed and discussed the issues.

In the process of making the system, the author refer to the flowchart and the author's supervisor to discuss the system by adding more features such as total years of experience, skills that candidates have and much more and remove the features that are not necessary. By doing a lot of discussion, the author can get a lot of information and insights on what is happening in the hiring process.

User Journey Process Description		
Process	Description	Exception
Create Job Description	1. Click on 'Create Job' on the header bar 2. Click on 'New Job' button 3. Fill in the description fields 4. Upload a pdf file of the job description 5. Once all of the fields are filled, click on 'Submit' button	Only 'pdf' will be successfully accepted, and if it is in wrong document type, the system will show an error message and user can proceed to retry again.
Upload Candidates' Resume	1. Click on 'Upload Resume' button under the job description box 2. Once a pop-up window is appeared, upload resume by clicking on the 'Select file' button 3. Click 'Submit' button	Only 'pdf' will be successfully accepted, and if it is in wrong document type, the system will show an error message and user can proceed to retry again.
View List of Candidates	1. On the job description that has been created, click on 'View List' button under the job description 2. A list of candidates will be appeared if there's exist	If there is no candidates, the list will appeared with 'No applicants' message.
Resume Scanning	1. Select the files of resume and put in the box given 2. User will click on 'submit' 3. The system will run through the resumes and check for the keywords 4. The result will pop up below in the analysis area	If uploading is unsuccessful such as wrong files (doc.), proceed to retry.

Hasniza I
09:19 2 Oct

Is it possible to include for .jpeg / .png format as well? As there is a possibility that we receive resumes in this format

Figure 3.1 Process Description of User Journey

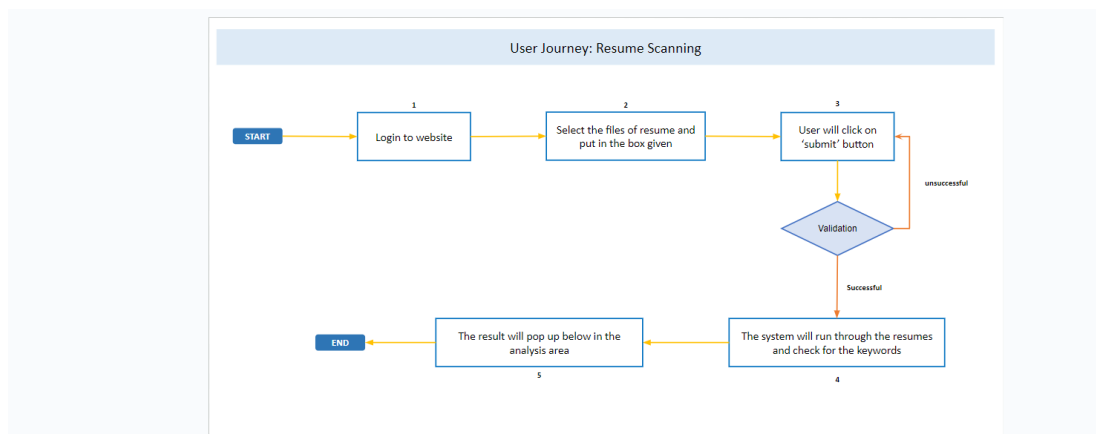


Figure 3.2 Flowchart of Resume Scanning

During the e-Madani claim, the author was involved in a Shopee project where my company as vendors needed to train the agents for the projects. So before Summitnext Technologies can get the good candidates. Summitnext Technologies need to undergo a hiring process. So the author had built the automation using UiPath so that around 300 resumes were automatically downloaded from the Indeed website. This helps the hiring managers to not download a lot of resumes manually thus it eases the burden for the hiring managers. In this process, the author learnt a lot of insights of the projects thus giving an idea on how to improve the hiring process.

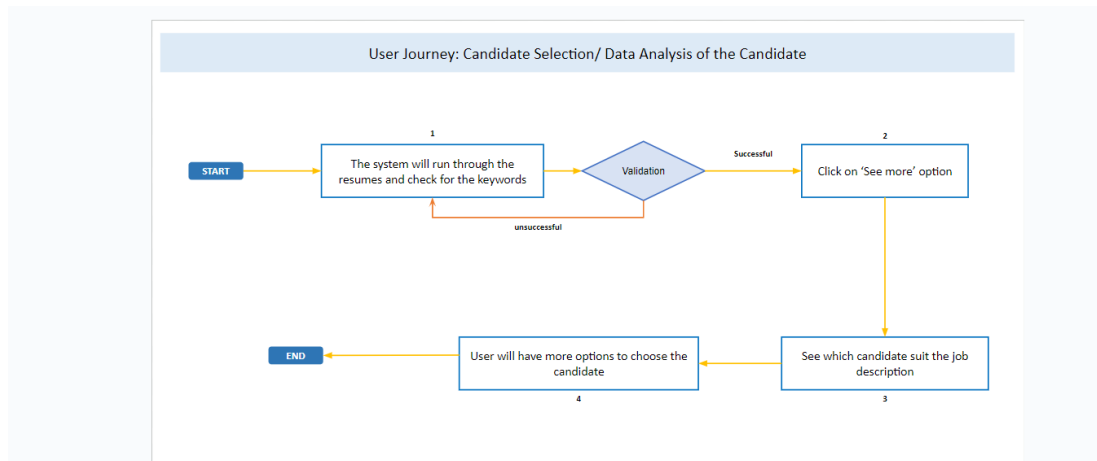


Figure 3.3 Flowchart of Candidate Selection / Data Analysis of the Candidate

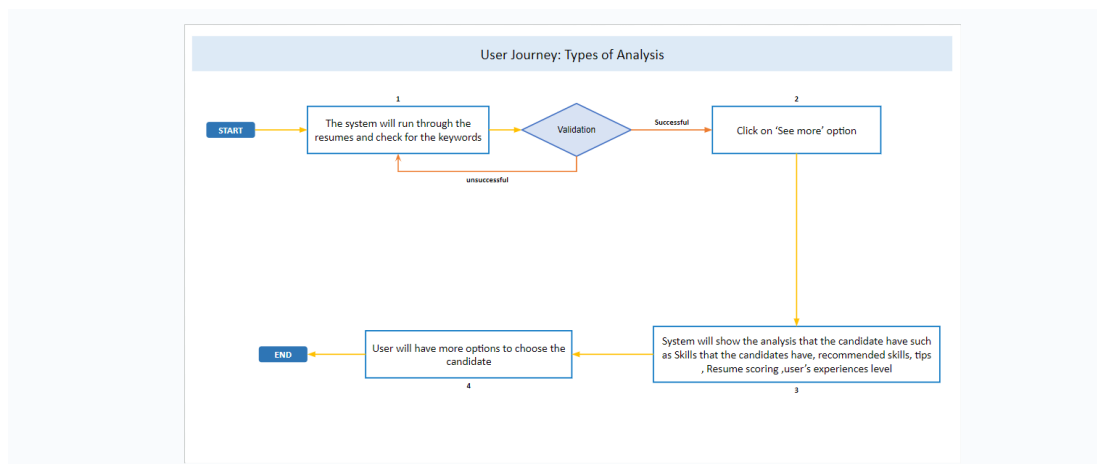


Figure 3.4 Flow Chart of Types of Analysis

3.2 COMMENTS

The task's successful completion shows a commendable integration of theoretical knowledge and practical application in the field of information technology and computer science. The deft use of SQL principles, showcases a robust proficiency in the database query language. This proficiency encompasses web development using PHP, HTML, and CSS, as evidenced by the creation of an eye-catching and extremely practical system that emphasizes the importance of user experience in technology.

3.3 CONCLUSION

In this chapter, the focus will be on the overall information of the industrial training at Summitnext Technologies Sdn Bhd. The author learnt on how does the hiring process work in the company. The author also learnt on how to communicate and discuss with the supervisor about the works and tasks progress. The reference materials that the author referred to also being discussed. The good and bad comments of overall works had also being discussed. The next chapter discussed about the entire industrial training program for 20 weeks in Summitnext Technologies Sdn. Bhd. which includes overall achievement of industrial training, issues and challenges during industrial training, providing opinion and suggestion in the industrial training.

CHAPTER 4

CONCLUSION

4.1 OVERALL ACHIEVEMENTS

In conclusion, the Resume Analyzer Automation is a useful resource for people attempting to navigate the challenging employment market. The application enables users to take proactive measures towards job growth and comprehend the subtleties of their resumes by effortlessly integrating potent technology like PDF parsing and natural language processing. It is easy to use interface that makes it possible for users to engage intuitively, upload resumes, and get thorough assessments.

Throughout this internship journey, the author learnt a lot of things such as practical experience where during Internships the author had the opportunity to put academically acquired theoretical knowledge to use in real-world situations. This hands-on training aids in comprehension of how ideas are used in the workplace. Other than that, the author learn the practical skills where the author can pick up the knowledge and abilities unique to field of choice. The author see how the company works in real life and how the company earns profit and loss.

Then, the author have the possibilities for networking as the author connect with other experts in the industry. By having conversations with coworkers, managers, and business leaders creates avenues for future partnerships and career advancement. The author learnt teamwork skills by collaborating with others on projects and improving the author's capacity for productive teamwork. The author learned how to use the author's abilities to support a team and also capitalize on others' talents, and work together to accomplish objectives.

In MySQL, the individual faced challenges in acquiring SQL skills where the author encountered complexities in handling disorganized data, and recognized the

ongoing need for learning and adaptability in the rapidly evolving landscape of technology. Overcoming these challenges required a combination of technical skills, problem-solving abilities, and a proactive approach to staying updated in the ever-changing field of data management and analysis.

4.2 ISSUES AND CHALLENGES

One of the biggest challenges the author had in the industrial training was the errors that kept coming from coding. This delay demonstrated the critical role that effective communication and decision-making within the hierarchical structure play in ensuring smoother project schedules and timely completion. From the standpoint of more comprehensive skill development, another noteworthy challenge that arose during the system construction process was in the area of creativity. It proved to be an ongoing difficulty to come up with a practical and aesthetically pleasing design, even after multiple revisions and trial-and-error tries. This highlighted how crucial it is to have creative thinking and design know-how when creating systems that are both aesthetically beautiful and functional.

4.3 SUGGESTIONS

The training course has proven to be quite helpful, providing hands-on experience in a variety of computer science and IT subjects. A defined learning path that progressively introduces participants to fundamental concepts before moving on to more complicated subjects should be devised in order to improve future programming. This methodical technique creates a strong foundation for taking on difficult tasks and ensures a complete mastery of basic ideas.

Furthermore, a variety of project activities will be beneficial for upcoming training sessions. Internships can gain a wide range of skills by completing assignments in web development, database management, and system integration. This all-encompassing approach guarantees that individuals obtain hands-on experience across multiple domains, fostering flexibility and a more profound comprehension of the actual world.

4.4 CONCLUSION

In conclusion, the author firmly feels that all university students should have this kind of industrial training before they graduate since it helps them become physically and intellectually ready for the workings of the real professional industry. Ultimately, the author concurs wholeheartedly that having this kind of industrial training experience is something we should do because it will provide us a lot of life lessons and skills to know before entering the workforce after graduating from the university. According to the author, students' lives will be shaped by their involvement in industrial training since it teaches them to be more self-reliant, accept responsibility for their actions, and show off their talents when the opportunity arises.

REFERENCES

Summit Next Technologies. (2023). Retrieved January 31, 2024, from Summitnext.my website: <https://www.summitnext.my/>

Appendix A Industrial Training Achievements



Sekretariat Latihan Industri
Sekolah Komputeran,
Universiti Teknologi Malaysia, 81310 SKUDAI, JOHOR
Fax: 07-5565044 Tel: 07-5532008

INDUSTRIAL TRAINING ACHIEVEMENTS

(This form must be filled by student and must be attached in the Industrial Training report)

Student's Name : **Iman Ehsan Bin Hassan**

Organisation : **Summitnext Technologies Sdn Bhd**

No.	Task (List all tasks have been completed)	Month of Task Achieved				
		Month 1	Month 2	Month 3	Month 4	Month 5
1.	Created a flowchart illustrating the proposed ideas for the website revamp.	√				
2.	Conducted research on the project's existing code to understand its structure and requirements.	√				
3.	Identified areas for automation and efficiency improvements.	√				
4.	Studied Laravel and Python to propose improvements to the website's content and functionality.	√				
5.	Made necessary amendments to the coding for improvement and alignment with objectives.		√			
6.	Facilitated a team meeting to discuss and assess overall progress on current projects.		√			
7.	Made necessary amendments to the two-page collateral for improvement and alignment with objectives.		√			
8.	Assisted Ms Connie and supervise the training for batch that will undergo Shopee project			√		
9.	Pulled the data in Cs Shopee			√		
10.	Evaluated its functions, assessing its responsiveness to user queries, and conducting thorough testing and documentation.				√	
11.	Created a comprehensive list of general Frequently Asked Questions (FAQs) relevant to Summitnext staff.					√
12.	Seeked feedback and review from the boss regarding the compiled general FAQs for Summitnext.					√

13.	Ensured the industrial report is updated with the latest information, reflecting the current status and progress of the industrial project.					√
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Deliverable/Training reflection (Outcomes that have been achieved)
Working closely with clients to gather requirements and understand their business goals is a crucial aspect of the role. I learnt that developing and maintaining strong client relationships is essential for effective communication and successful project outcomes. In summary, working as a Business Analyst in the BPO industry provides a diverse and challenging environment where adaptability, communication skills, and a deep understanding of both business processes and client needs are essential for success. The ability to navigate change, optimize processes, and contribute to client success are key elements of this dynamic role. Business Analysts in the BPO industry often deal with large volumes of data. I learnt that analyzing the data helps in identifying trends, patterns, and areas for improvement while creating insightful reports for both internal teams and clients is a key part of the role.



Student Signature:
Date: 2/1/2024

Approval	
Organisation's Supervisor:  (Signature) Name: Hasniza Illias Date: 1/2/2024	Faculty Supervisor : (Signature) Name: Date:

Appendix B Industrial Training Checklists

INDUSTRIAL TRAINING CHECKLISTS (SUMMITNEXT TECHNOLOGIES SDN BHD)

No.	Activities/Tasks	Tick (√)	Endorse by and date
1.	Report Duty To The Organization Approved by faculty	√	Ms Hasniza Illias, 21/9/2023
2.	E-mail Report Duty Verification (BLI-1D) to faculty supervisor.	√	Ms Hasniza Illias, 26/9/2023 Submission Date: 4/10/2023
3.	Upload Report Duty Verification (BLI-1D) in e-learning for course code SCS*4114.	√	Ms Hasniza Illias 26/9/2023 Submission Date: 4/10/2023
4.	Contact faculty supervisor to inform the job scope and organization information	√	Dr Khatibsyabini, 4/10/2023
5.	Fill in organization supervisor information survey in ITS		
6.	<i>Update of Industrial Training site (address). Inform faculty supervisor and JKL, if any changes.</i>		
7.	Updating Industrial Training Logbook online – daily basis	√	
8.	Ensure that organization supervisor able to login to ITS successfully (Organization supervisor get ITS userid and password).		
9.	Faculty Supervisor Visit. Date: 1/2/2024	√	Dr Khatibsyabini, 1/2/2024
10.	Industrial Training Presentation.	√	Dr Khatibsyabini, 1/2/2024
11.	Performance evaluation by organisation supervisor. Online or submission BLI-2B during supervisor visit.	√	Ms Hasniza Illias, 1/2/2024
12.	Submission of Industrial Training Logbook.	√	2/2/2024

13.	Submission of Industrial Training Report with checklist and achievement form as Appendix.		Ms Hasniza Illias, Dr Khatibsyabini,
14.	Fill in Industrial Training Performance Evaluation by student (BLI-1E) in ITS.	√	Iman Ehsan Bin Hassan, 23/1/2024
15.	End Industrial Training	√	

Note:

1. Italic activities are optional depending on student situation.

IMPORTANT: This checklist must be put as attachment in the industrial training report.