Internship report

I spent this summer interning at TechnoLogica, Bulgaria’s largest software company. TechnoLogica develops products, which are targeted at major industry, retail and corporate clients. The services provided by the company range from Customer Relationship Management (CRM) to Outsourcing, IT training and Enterprise Resource Planning (ERP). I worked with the consultant team in the Human Resources Management (HRM) department and learned about the essential tools necessary for effective automation of processes and procedures related to an organization.

TechnoLogica is a key player in the Bulgarian HRM market because of the innovative solutions it designs. The company is a complete supplier to its clients which means it not only implements but also creates a personalized product, tailored to the specific needs of Bulgarian clients. The competitive advantage over its two big rivals – Oracle and Microsoft – is evident in TechnoLogica’s flexible customization kit which enhances business performance and increases productivity.

During the first week of my internship I completed an accelerated training with HeRMeS – TechnoLogica’s human resources management system – which focuses on management of shifts and career development, as well as administration of
employees, payroll and planning of absences. My training started with basic interface concepts and operational modules such as personnel and work schedules. Afterwards, I moved on to requesting paid and unpaid leaves and learned how to synchronize information provided by the employee (about a scheduled absence, for instance) with the already established pattern of the organizational structure. As a consultant intern, I ensured the allotted days for leave are properly accounted for. Additionally, the personnel module acquainted me with details about employee experience, salary and professional service length.

Another important aspect of working with the software was the functionalities report which accessed databases with personal and job-related information about each individual. I prepared functionalities reports whose purpose is to generate documents with information that clients request such a report, consultants use the specified parameters (bank accounts, yearly training schedules and professional experience among the most common) to narrow down the available information.

After the initial immersion into the field of Human Resource Planning, I was assigned to a senior consultant team in charge of implementing HeRMes at the Bulgarian affiliate of one of Europe’s largest retailers – Kaven Orbico. I attended the meetings between TechnoLogica and Kaven Orbico and gained valuable experience in analyzing the goals of the client and deciding which IT solutions fit best with those goals. Moreover, I participated in negotiating the provisions of the contract, which describe the modules requested by the client.

One of my main responsibilities in the Kaven Orbico project was drafting protocols which listed every step of the implementation project. I emphasized the tools TechnoLogica could offer – a platform that holds together bank exports of
salaries, accounting, insurance and cost centers. These innovations improved the business processes of the affiliate because before contacting TechnoLogica, Kaven Orbico’s HR department relied solely on Excel to keep track of internal processes. This approach is inefficient and time consuming since inadequately recording absences or administering payroll could potentially lead to data corruption at massive scale. Utilizing the information of several hundred employees is a daunting task for big companies and integrating a fully-automated system to handle the development of business models reduces the risk of mismanaging data. Furthermore, to crafting protocols, I also designed templates. Templates are necessary for registering a variety of documents ranging from scheduled absences to administrative warnings, promotions and salary increase letters. Instead of crafting an individual termination contract, for example, HeRMeS provides a basic document which can be personalized. I outlined labor contracts and incentive distributions. Different parameters in the system access employee information and provide it in the document automatically. I was responsible for deciding how parameters are linked to the personal and job-related information drafted in the contract, as well as including employer representative information. After designing the templates I had to import them in the system and test whether the respective document would be considered valid. Therefore, vigilance is critical for successfully operating HeRMeS.

As an HR consultant intern I was exposed to the infrastructure that propels the processes within a company. Whether it is a financial institution, a telecom or a government agency, large organizations have to embrace information systems as a means to optimize their internal organization. Being part of project management, I gained hands-on decision-
making and negotiating experience while simultaneously learning about organizational structure through the hierarchical functionality of HeRMeS. Additionally, working along seasoned professionals I realized the importance of teamwork. One of the greatest benefits for me was analytically interpreting extensive amounts of data. By performing functionality checks and operating the Salary, Personnel and Absences modules of the system, I ensured the software provides optimal solutions for the clients.

The learning process was the initial adaptation to the HR management system. I had to delve in the software’s specifics in order to provide quality reports. There was rarely a description of the parameters which I had to use in the templates so I had to do research on my own. Therefore, I had to master the trial-and-error method and learn not to be easily discouraged by failures. After working closely with my consultant mentors, however, I moved past the frustration. With the help of my coworkers I came to the realization that in order to be a successful consultant, I have to be technically knowledgeable but also willing to take risks and leave my comfort zone. By accepting the challenges,

Reflecting back on my experience at TechnoLogica, I am grateful for the exceptional opportunity to navigate through the field of HR planning. Managing organizational hierarchies as well as building the foundation for hiring employees, distributing incentives and overseeing restructuring reforms within a company helped me gain a better understanding of business processes. As much as I enjoyed learning about problem-solving and analytical skills I acquired will guide me in creating software best suited in the business sphere.