

Internship Goals

1. Gain a comprehensive understanding of the company's policies and procedures.
2. Acquire practical knowledge and skills related to salesforce, inventory management, and online training tools.
3. Develop expertise in testing and cleaning desktop computers from leading brands, such as Dell, HP, and Lenovo.
4. Acquire hands-on experience in testing and cleaning laptop computers from leading brands, such as Dell, HP, and Lenovo.
5. Learn the process of installing operating systems (OS) and drivers while troubleshooting issues on Dell, HP, and Lenovo computers.
6. Gain proficiency in testing, cleaning, and operating Microsoft and Apple laptops and all-in-one (AIO) computers.
7. Familiarize yourself with tablets from Microsoft, Apple, and Dell, including their testing and cleaning procedures.
8. Develop advanced troubleshooting skills and provide technical support to customers.
9. Participate in the teardown and assembly of desktop computers, including the selection of components and building processes.
10. Gain exposure to server systems and their functionalities (Module 8 details to be provided separately).
11. Familiarity with online security protocols.

Scheduled Curriculum

Each module will last for two weeks, providing you with ample time to learn and practice the required skills. Here is an overview of the modules you will cover during your internship:

Module 1: Basic Training

- Introduction to company policies and procedures.
- Familiarization with salesforce tools and their applications.
- Understanding inventory management processes.
- Online training resources and utilization.

Module 2: Desktop Test and Clean

- Testing procedures for desktop computers from Dell, HP, and Lenovo.
- Cleaning techniques and best practices.
- Troubleshooting common issues.

Module 3: Laptop Test and Clean

- Testing procedures for laptop computers from Dell, HP, and Lenovo.
- Cleaning techniques and best practices.
- Troubleshooting common issues.

Module 4: Install OS and Drivers Troubleshooting

- Installation of operating systems (OS) on Dell, HP, and Lenovo computers.
- Driver installation and troubleshooting.
- Resolution of OS-related issues.

Module 5: Microsoft/Apple Laptop and AIO Test and Clean

- Testing procedures for Microsoft and Apple laptops and all-in-one (AIO) computers.
- Cleaning techniques and best practices.
- Troubleshooting specific issues.

Module 6: Tablets

- Testing procedures for tablets from Microsoft, Apple, HP and Dell Tablets.
- Cleaning techniques and best practices.
- Troubleshooting common tablet issues.

Module 7: Review/Specific Troubleshooting/Tech Support

- In-depth review of previously covered topics.
- Advanced troubleshooting techniques.
- Providing technical support to customers.
- Teardown and build desktop computers.
- Create Test disks and install media.
- Review online security procedures.

Module 8: Servers

- Detailed exploration of server systems and their functionalities.
- Understanding server components and configurations.
- Troubleshooting common server issues.

Throughout the internship, you will have the opportunity to work closely with experienced professionals, participate in hands-on activities, and apply your knowledge in practical scenarios. We hope that this experience will provide you with valuable skills and insights into the industry.