

Professional Course in Computer Equipment Management

FINAL REPORT

WORK-RELATED TRAINING



Name of Trainee: Mauro Monteiro Reis
18 May 201

Stage location: FixDirect Ltd.

Acknowledgements

First of all, I would like to thank FixDirect for the opportunity it gave me of an incredible stage.

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To all, thank you very much for all the support and friendship you have shown.

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Introduction

This document is the report of the training in the context of work by the student Mauro Monteiro Reis number 8 in the 12th grade class at the company FixDirect in Budapest, within the scope of the professional course of management and maintenance of computer equipment, taught by the School Basic and Secondary Dr. Jaime Magalhães Lima.

The said internship, with a total duration of 238 hours in the work context, ran from April 3, 2019 to May 22, 2019, during a period of work operation of the host entity fulfilling seven hours daily.

This report has as main objective to make known all the activities carried out during the training in the context of work.

Objectives of the FCT

The main objectives when doing this internship are:

- ❖ Apply to real work contexts the knowledge acquired in the various disciplines that make up the course;
- ❖ Become aware of the dynamics inherent to the world of work;
- ❖ Observe, recognize and execute the rules of hygiene and safety at work;
- ❖ Solve healthy habits in the field of socialization, solidarity, respect for others and for oneself.

Brief History of FixDirect Ltd

Fix Direct is a company that has existed for about 20 years is a company that provides maintenance and repair services for major brands, such as:

- ASUS
- DELL
- HITACHI
- INTENSA
- KYOCERA
- SAMSUNG
- SONY
- STAR
- TOSHIBA
- LG

Activities developed during the FCT

The activities developed involved:

- ❖ Introduction of material in the company's system;
- ❖ Assembly and packaging of computers;
- ❖ Assembly and packaging of servers;
- ❖ Software testing;
- ❖ Hardware testing;
- ❖ Development of applications.

THE FCT

I started my internship on April 3, I was introduced to my mentor Tóth Attila and other trainees who were there longer than us. With the guidance of another trainee, who already belonged to the most time to intern in the company, I started to build computers and servers.

On the first day of training, I set up a few computers so my mentor could assess what I knew about the task itself and if I could do it.

On April 4, 2019, I entered the stipulated time (8:00 am) and continued to perform the same task of the previous day, set up computers.

Throughout my internship I always performed the same tasks, set up computers, but also some servers came up to mount or make some improvements.

On April 29, I was asked to go to another area of the company, where I worked for the services of Asus, a very reputable company, where they performed tests, mostly on laptops, that were under warranty.

On April 9, I was given the option to go back to the computer assembly area, the same area that I had already been, I accepted and stayed in this same area until I finished my internship.

Conclusion

Throughout this internship I had the opportunity to try out some of the sections of the company, with different types of functions, which gave me the opportunity to make some reflections about this learning process.

The company FixDirect seeks to act collectively, which gave me an opportunity to know how teamwork can be effective, because all the exchanges of ideas that the workers make between them and the work that each one performs as a team gave me an idea of how this kind of work can be done in a short time to be delivered on time and that otherwise could become impossible.

This internship also gave me competencies as responsibility, because if I do not perform my duties with responsibility I do not use to harm myself, but also the whole team where I am inserted.

But above all this stage gave me a great opportunity to learn that although there is a great difference in the languages between the two nationalities (Portuguese and Hungarian) it is always possible to communicate and work as a team, as I had the opportunity to witness moments where I had to talk to people who did not understand English very well and that was no reason for not communicating.

It concludes, therefore, that all the activities that I developed during this stage, although they could be different, had a global character for my learning like student.

Self-assessment

| AUTOAVALIAÇÃO FINAL DA FCT (ESTÁGIO) | |
|---|----|
| CLASSIFICAÇÃO FINAL | 20 |