



**INTERNSHIP REPORT ON RECRUITMENT AND  
SELECTION PROCESS OF ICE9 INTERACTIVE LTD.**

**BUS 400**

**SUBMITTED TO**  
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**LECTURER**  
**BRAC BUSINESS SCHOOL**  
**BRAC UNIVERSITY**

**SUBMITTED BY**  
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**Submission Date: September 10, 2017**

## LETTER OF TRANSMITTAL

September 10, 2017  
Feihan Ahsan  
Lecturer  
BRAC Business School  
BRAC University  
66, Mohakhali, Dhaka-1212

**Subject:** Submission of Internship Report on “Recruitment and Selection Process of Ice9 Interactive Ltd”.

Dear Sir,

I would like to express my gratitude towards you for allowing me to work on the above topic for the report. In the duration of working on this report it was great opportunity for me to gain knowledge and obtain experience about the organizational HR culture and the recruitment and selection process of the company.

The report has been completed by the knowledge that I have gathered from my internship. I am very thankful to you and all those persons who provided me with valuable advices and important information regarding this paper. I would be happy if you read the report carefully and I will be trying to answer all the questions that you have about the report. I have tried my level best to complete this paper meaningfully and correctly, as much as possible.

I have put my sincere effort to give this report a presentable shape and make it as informative and precise as possible. I thank you for giving me this opportunity. Please feel free to contact if you have any queries and I apologize for any shortcomings in the report.

Sincerely,

Moumi Binte Mostakim  
13304097  
BRAC Business School  
BRAC University

## ACKNOWLEDGMENTS

I would like to thank the people from whom I have acquired the guide for the completion of the term paper and also I would like to express my undying gratitude from who I have gathered the relevant data for the report.

First and foremost I would like to thank Mr. Feihan Ahsan, Lecturer of BRAC Business School. I thank him giving me guideline and initial outline of the report. His guideline inspired me to gather more practical knowledge about the HR department of the company. I thank him for providing the detailed instruction about the report and supporting me when I faced problems.

Secondly I would like to thank the team of HR department of the Ice9 interactive for supporting me as an intern. Many thanks to Mr. Shaheen Siam, Deputy Managing Director of Ice9 Interactive Ltd. for providing important information during my work timeline. And then I would like to thanks Ms. Shaikh Rudaba Tahseen, HR & Admin Executive at Ice9 Interactive Ltd. for supporting me in every aspect and let me learn the most of the HR work. I got this opportunity to work under her and learnt most of the works form her. Without her help this report would never see daylight.

Then I would like to thanks Md. Zulfikar Islam, Manager- Finance and Accounts at Ice9 and Maznir Rashid Prodhon, Senior Executive- Finance and Accounts for letting me take interview of them and giving me some valuable information for this report.

I thank everyone involved, directly or indirectly, in the making of this term paper.

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## **EXECUTIVE SUMMARY**

The report is about the recruitment and selection process of Ice9 Interactive Ltd. Here is six parts in the report. First of all here it discussed about the duties and responsibilities I have maintained and the company profile. In company profile I have discussed about the main company and also the sisters' concern. The company is mainly technology and communication solution provider and it is mainly client based company. Secondly I have discussed about the recruitment and selection process in step by step. How the HR department of Ice9 set the recruitment and selection process, those are discussed here. Along with it is also discussed the types of test for the candidates in recruitment process. Thirdly here is shown two CVs which are compared with the Job descriptions. One CV is from a junior job position and it is compared with a senior job position job description and other CV is from higher job position which is compared with junior job description. Here it is also described that what possible training the candidate can be given to reach the higher job position and also discussed about the salary policy. After that I have shown the SWOT analysis on the overall HR department of Ice9 and discovered that the HR department indicates most the weakness part. Finally I have shown the major findings I have found from my research and also shown the possible recommendation of some findings according to my point of view.



## **1. INTRODUCTION**

Ice9 Interactive Ltd. has become one of the leading ITES Company in Bangladesh. This company is Interactive Marketing & Communication Technology Solutions Provider. The sister's concerns are Maverick Studio, Auleek Limited, Shopfront Limited. Some of the main clients of this company are BRAC, RobiAxiata Ltd., Glaxo-Smith Klein, Unilever Bangladesh Ltd. etc.

Our purpose of making the report on Ice9 Interactive Ltd. is:

- Knowing the recruitment and selection process of the company.
- How recruitment and selection process is related with HR policies.
- Knowing how the external and recruitment process
- Knowing the types of interviews and written exams of the recruitment process.
- Comparing CVs with the job descriptions.
- Analyzing salary, finding the increment policies.
- Doing SWOT analysis of the recruitment and selection process of the company.

### **1.1. Scope in the research**

The research is done within the timeline of the Internship. From the research I have gained the practical knowledge of the HR policies, mainly the recruitment and selection process of a company. By working here according to my duties and responsibilities I got the ideas of how the real life work is done in recruitment and selection process. Besides I can match the theories of the book with the practical life. In book I have learnt the step by step process of the recruitment and selection process. Here in HR policies those steps are added according to company's convenience. Also from here I got to know about the job description, how those are made based on which criteria, how salary is set, taking exams and onboarding process of the employee.

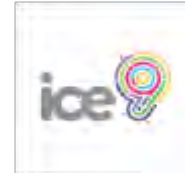
### **1.2. Limitations to the research**

- Permission: taking permission is sometime was tough. As some matters are confidential so they did not want to give in first place.
- Getting information: sometimes getting information was hard. Because all information was not in my hand. All information I could not manage during performing my duties and responsibilities. So I need to talk with other people about this and sometimes I need to take permission for that information.

### **1.3. Methodology**

My aim was to research on the recruitment and selection process of the company. To research for my report I have chosen Practical Research Method. In this method I have taken face to face interview and have collected data from my duties and responsibilities. Some information is taken from the company profile. I have divided my report in six parts

- About the company
- Recruitment and selection process
- Comparing CVs with job descriptions
- Salary increment policy and how the salary for the position is set



- SWOT analysis of the overall HR department of the company
- Findings and recommendations

Based on these six parts I have collected information.

For each of the factor I have made 3 to 5 interview questions and took interview from these persons

Shaheen Siam Deputy Managing Director	Shaikh Rudaba Tahseen HR & Admin Executive	Md. Zulfiar Islam Manager- Finance and Accounts	Maznir Rashid Prodhan Senior Executive- Finance and Accounts
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The information taken from the interview was qualitative. And these people are interviewed for my research. And other information is taken from my responsibilities.

## **2. MY DUTIES AND RESPONSIBILITIES AT ICE9 INTERACTIVE LTD.**

My timeline of internship in Ice9 Interactive was three months, from July 1, 2017 to August 31, 2017. In this period of time I have learnt and gained new experience about HR. as the HR department of Ice9 is small so I have learnt variant types of HR work here. I was assigned in following works:

- Preparing job description and job circular: Sometimes the draft of the job description was done by me. Then after checking it from my supervisor I posted it different Facebook pages.
- Primary CV screening: when the CVs are collected from various sources I have done the primary CV screening.
- Coordinating interviews and written assessment: After getting the short list of CV from my supervisor I made excel sheet in Google docs and input the names of the candidates. Then I called each one and made schedule for the written assessment and interview.
- Preparing and checking written assessment questions: Sometimes I have made the aptitude math test and also assess the written exam.
- Onboarding employees: Sometimes I onboard the employees by taking sign in the employee contract paper. In that time I have to explain the rules and regulations to them.
- Employee Database management: When new employee entered in the company I had to input the information in the employee database. When making tax related works I have to check the employee database for salary.

So these are the overall works I have done during my internship.



### 3. ABOUT THE COMPANY

MVRK Studios, an advertising firm and an Audio-Visual Production house, established in 2010, was the first of the five companies founded by the same group of individuals. It is a partnership firm (consisting of 8 partners), registered under the Partnership Act 1932, with offices at Floor 7, 50 Lake Circus, Kalabagan, Dhaka 1205. MVRK Studios is now a renowned one-stop solution to high quality video production to provide services including concept development, scripting, filming, animation and post-production.

Following MVRK's successful establishment, and the recognition it could create for itself, the partners then founded Ice9 Interactive Ltd., an ITES company. Registered under the Companies Act of 1994, Registrar of Joint Stock Companies and Firms, Bangladesh, Ice9 Interactive is a private limited company that has been working independently since 2012 with offices at Floor 5A of 50 Lake Circus, Kalabagan. It specializes in providing IT solutions including Facebook applications, mobile applications (iOS and android), augmented reality solutions, web developments, etc. Even though MVRK Studios was founded first, Ice9 Interactive Ltd. is the parent company and the following companies are its sister concerns.



With the established firm and companies working independently and triumphing in their respective field of operations, a fourth company was registered in the middle of 2015. Under the same management, Auleek Ltd., a private limited company which is also working independently, caters to the growing need for high-quality content in the digital domain. Using its expertise in this field, it provides specialized solutions like - 3D Virtual Reality using Oculus Rift & Cardboard VR, 3D Augmented Reality and 3D Snapshot Renders. Auleek works to create a dynamic experience and customize it to meet the client's requirements to serve as a powerful





sales, marketing or design tool. Apart from Interactive 3D Tours, Auleek now provides a wide range of services for the real estate industry across the globe.

Lastly, in that same year as Auleek, Shopfront Social Limited, a private limited company was established. Geared towards nurturing the social commerce ecosystem in Bangladesh with offices at 50 Lake Circus, Kalabagan, Dhanmondi, Dhaka 1205, Shopfront Social Limited has been built to support young and women entrepreneurs who are running small businesses exclusively through Facebook pages – a market of over 5,000+ entrepreneurs across Bangladesh with an approximate value standing at 35m USD.

### **3.1. Company Vision**

Become one of the leading ITES Companies in Bangladesh and following the best strategies to make positive difference in the communication and technology industry.

### **3.2. Company Mission**

Our company strives to give the best marketing and communication solution.

### **3.3. Ice9 Interactive Ltd.**

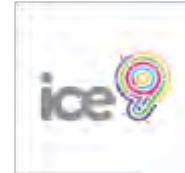


**Figure 1: Kinect Penalty Shootout Game**

Ice9 Interactive Ltd. caters to both local and foreign companies’ growing need for high-quality content in the digital domain, especially on mobile devices and social networks. It specializes in providing IT solutions including Facebook applications, mobile applications (iOS and android), augmented reality solutions, web developments, etc. It combines creative ideas, innovative technological solutions to develop pioneering Interactive Marketing & Communication Technology Solutions like Augmented Reality, Virtual Reality, Kinect Applications, and Interactive Mobile & Web Applications in its effort to reach the client’s target audience by communicating at optimum cost and to create sustainable meaningful relationships.

#### **Products / Services Offered By Ice9 Interactive Ltd. (Area of Business Activity):**

- Facebook app development
- Mobile app development
- Web site development



- Creative services (designs, illustrations, animations)
- Social media management
- Online Advertising (Domestic and International)
- Augmented reality applications
- Gesture-controlled applications
- Virtual reality based solutions

### **3.4. MVRK Studios**

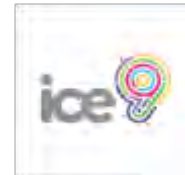
MVRK Studios, registered as MVRK Studios, strives to develop groundbreaking video concepts and deliver them through gripping scripts. With the vision of setting new standards in the marketing communications and media production industry, MVRK Studios, offers the perfect balance of aesthetics and effectiveness through its solutions. Using the best industry-standard equipment, its production and post-production teams ensure the perfect stylistic fit for its clients' brand, and in due time.

#### **Service They Provide:**

- Pre- Production
  - Concept
  - Storyboarding
  - Pre-visualization
  - Scripting
  - Animatic
- Production
  - Cinematography
  - Direction
  - Event Video Capture
- Post-Production
  - Motion graphics
  - Special effects
  - Video Editing
  - Color grading
  - High quality compression and rendering
  - Audio editing and mixing and voiceover services
  - Match moving / 3D camera tracking
  - 3D Animation

#### **Types Of Audio/Visuals Produced:**

- TVC
- Corporate videos
- Corporate profiles



- Event videos
- Documentaries
- Trailers
- Motivational videos
- 2D / 3D animations

### 3.5. Auleek Ltd.

Auleek Ltd. combines creative ideas, innovative technological solutions to develop pioneering Interactive Marketing & Communication Technology Solutions like Augmented Reality, Virtual Reality, Kinect Applications, and Interactive Mobile & Web Applications in its effort to reach the client's target audience by communicating at optimum cost and to create sustainable meaningful relationships. It primarily creates interactive 3D tours that help its clients to explore an area before it is even built. Through a mobile device or browser, one can tour any space or project elevation in a powerful virtual environment.

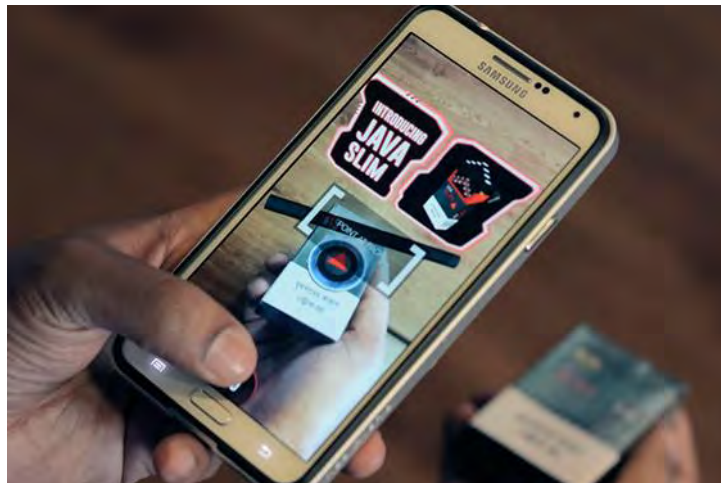


Figure 2: Augmented reality app

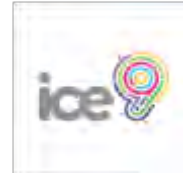
#### Services they provide:

- Facebook app development
- Mobile app development
- Web site development
- Creative services (designs, illustrations, animations)
- Augmented reality applications
- Gesture-controlled applications

Virtual reality based solutions

### 3.6. Shopfront Ltd.

Shopfront Social Ltd., an e-commerce website, was built to support young women entrepreneurs of the country who are running small businesses capitalizing on the use of Facebook pages. These Facebook stores are run manually – transactions are done via text messages, Facebook messages



and picture comments, majority have no written/formal sales receipts and low reliability of buyers/sellers on online platforms. Entrepreneurs struggle to maintain good service quality once their customer base expands. Shopfront works towards providing these companies/stores with services such as marketing and design consultancy, legal support, website development and logo design – that will enable these businesses to function effectively and flourish. Shopfront also flags out fraudulent buyers and sellers from the F-commerce community.

### Services they provide:

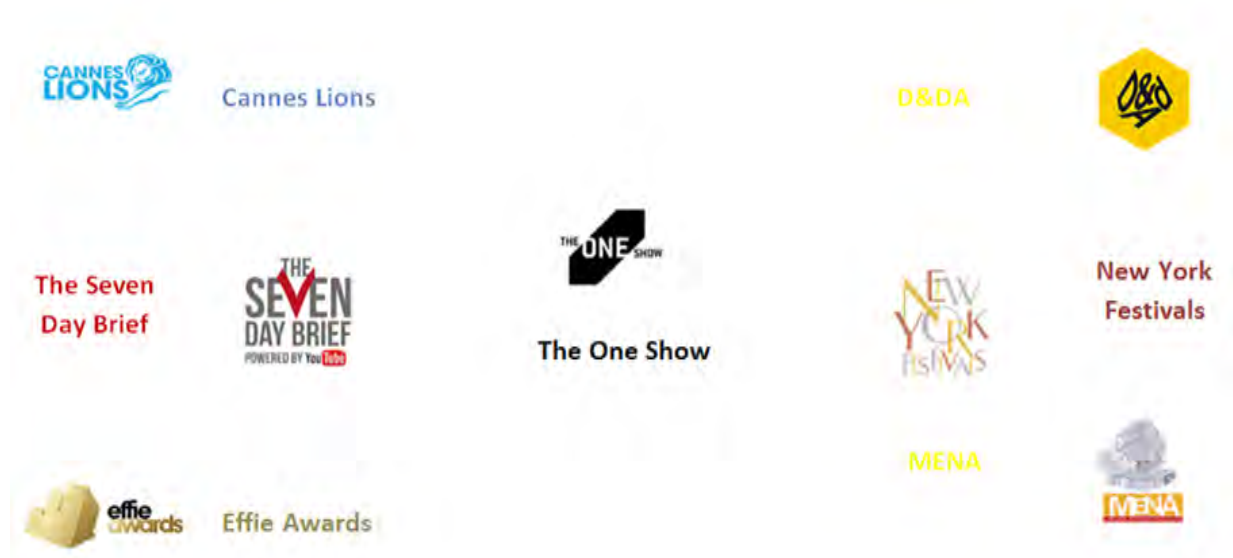
- **ShopUp**

The first product of Shopfront Social Limited, “ShopUp” is an application to drive Facebook commerce (F-commerce), it was launched on 4th February 2016. ShopUp installs a catalog, cart, and checkout system on the Facebook page, and enables entrepreneurs to run their businesses in a more organized manner. The most important feature of ShopUp is comment selling, through which buyers can add items to their cart by simply commenting #order on pictures published on the timeline. ShopUp is already in the process of launching a last mile delivery service, to provide a one stop solution to players in the F-commerce industry.

- **Other services**

- Marketing consultancy
- Design consultancy
- Legal support
- Logistical support
- Website development

### Awards





1. **'Best of the Best'** Award at the Red Dot Awards 2015 in the Category of "Brand Design & Identity" for Generative Design Project Reflect
2. **'Platinum Award'** for „Graphics and Visual Communication“ in „A“ Design Award & Competition 2015
3. **'Gold Award'** for „Generative, Algorithmic and Parametric Design“ in „A“ Design Award & Competition 2015

## 4. RECRUITMENT AND SELECTION PREOCCESS

### 4.1. Recruitment Process

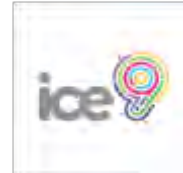
- When there is a vacancy in a post or the company needs extra personnel for any position then requisition is submitted by the hiring manager which is approved by the managing body. This complete requisition is submitted to the HR.
- Then HR selects the medium by which the recruitment process should be done. There are potential recruitment sources and HR can use the best one of its which is preferable for the job. For example, for lower position like admin they can just hire it by giving job circular in Facebook page but if they need Senior HR Manager, they will go for head hunting through some consultancy companies. The recruitment can be done through two ways.

#### I. Internal sourcing

- Employee referral: it means if any of the employees refers someone new to the company. Through the employee referral which CV is taken those are get more priority or those are direct called for first phase of assessment.
- Internal hiring: Internal hiring happens within the employees of the company and the sister concerns. For examples MVRK Studios has two partnership executives but now the Auleek needs one of the partnership executive very urgently. So they can just transfer the employee by taking a short interview of him.

#### II. External sourcing

- Internet sourcing: Internet sourcing when the CVs are given in the social media groups of Facebook and Twitter. Sometimes candidates are taken from LinkedIn.
  - Retained agency: the job circulars are also given in the retained agencies like Bdjobs.com, Everjobs.bd etc. to giving circular to this source the company have to pay a monthly fee to them.
  - Head hunting: For specialized positions the headhunting is done. For this the company hires HR consultancy agencies like Grow and Excel, HR Courage etc.
- HR then screen those submitted applications. HR matches the criteria provided by the job role.
  - When the application submission period ends, the HR forwards CVs of qualified candidates to the hiring manager. Normally the duration is given for CV submission is

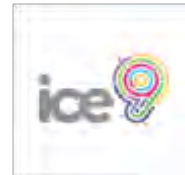


around two weeks. When the hiring manager gets those CVs, they identify the most appropriate candidates for the assessment.

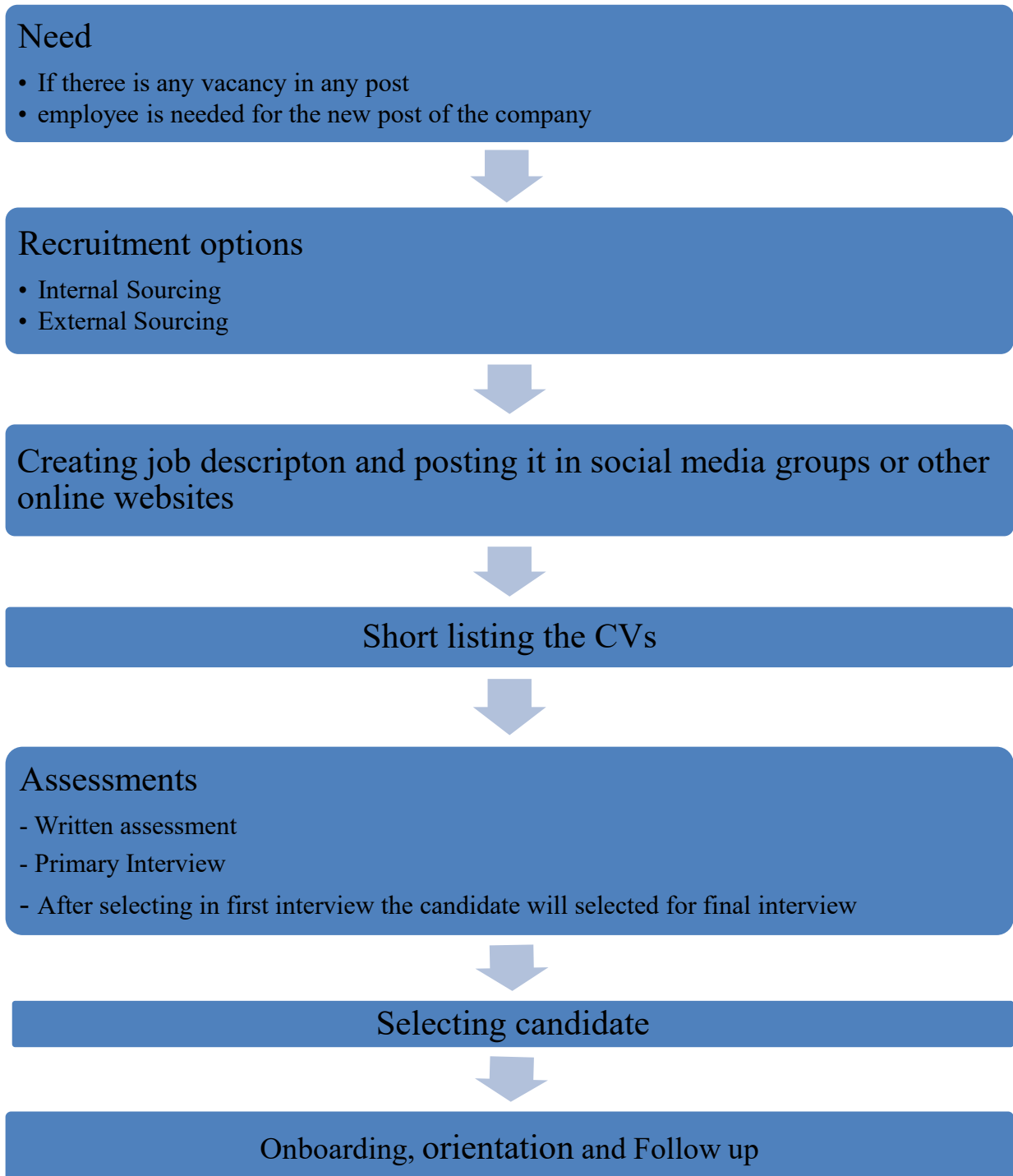
- Before interviewing the potential candidates, telephone pre-screens or written assessments may be conducted by the HR or the hiring managers. This assessment is done in three steps. Firstly the candidate is called for a written test. After passing in the written test the candidate is called for interview. If it is satisfactory then final interview is taken by the head of the department.

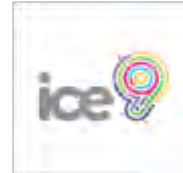
#### **4.2. Selection Process**

- Hiring managers are responsible for conducting timely, effective interviews of qualified candidates for open positions.
- When the hiring managers select the final candidate or candidates they inform it to the HR.
- The HR conducts reference checks and background checks on the selected final candidate.
- After selecting the candidate for this position, the hiring manager and the HR collaborate to develop an appropriate offer of employment to that candidate. That offer also includes probation period, compensation, leave policy etc.
- Then the HR or the Hiring manager will verbally offer the contract of employment to the candidate. In this verbal conversation the candidate can negotiate his salary and other things.
- The HR prepares a written offer of employment, when the candidate accepts the offer made to them.
- After signing the offer letter by the candidate, HR moves on onboarding the new employee.



### 4.3. Summary of recruitment and selection process:





#### 4.4. Types of interview

- ✚ **Face To Face Interview:** Here the employee gives interview in front of one or two hiring manager. This interview is the most common interview procedure in this company. For junior posts this method is mostly used. For example junior post like admin and HR junior executive, junior account manager etc.
- ✚ **Panel Interview:** Another method of taking interview in this company is panel interview. For senior post this is taken. In this panel interview the interviewers are hiring managers, senior managers of those post, and head of the department. Sometimes the directors and CEO also join.
- ✚ **Online Interview:** Online interview is also taken for some posts.

#### 4.5. Types of written exam

##### ✚ **Aptitude Test:**

- Situational judgment test
- Cognitive ability tests
- Language proficiency test
- Analytical test

##### ✚ **Position Based Test:**

For position based test the exam is taken on the knowledge of that required for that position. For example, for the position of FullStack Developer the candidate is assessed on the programming languages. This assessment is done by through written test and also in interview.

## 5. COMPARING CVs WITH JOB DESCRIPTIONS

### 5.1. Junior Post Job Description Comparing With Senior Post CV

Comparison among a senior CV with a junior post Job Description is shown here. The Job Description and The CV are attached below.



## **Jr. Executive-Finance & Accounts**

Maverick Studios

**No. of Vacancies**

01

### **Job Description / Responsibility**

- Administrative Budgeting and Cash handling
- Voucher preparation and posting
- Revenue Recognition and maintenance of Receivables and Payables Ledger on a daily basis.
- Tax and VAT related activities
- Communicate with clients to formulate collection of receivables/revenues
- Communicate with clients to provide support to the stake holders concerning payables
- Frequently use phones and emails and deal directly with client.
- Develop and nurture strong client relationship to achieve highest level of client satisfaction
- Handle difficult situation with calmness and presence of mind.
- Report generation at regular intervals.
- Preparing bills and maintaining billing records.

### **Job Nature**

- Full time
- Mandatory probation period of 6 months.

### **Educational Requirements:**

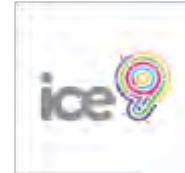
- Bachelors / Master degree in Accounting/Finance from a reputable institute
- Fresh graduates are encouraged to apply

### **Additional Job Requirements**

- Must have excellent communication ability, both verbal and written.
- Must have a strong understanding of Microsoft Office, especially MS excel.
- Team work & team commitment
- High level of professional integrity

**Salary Range:** 18,000 – 20,000

**Job Location:** 50 Lake Circus, Kalabagan, Dhaka-1205



## **Md. Zoynal Ahmed**

B.com, M.com (Accounting), CA  
(CC with knowledge Level), ITP,  
Member of

VAT Professional Forum

**Address:** 388, Garden Tower, Flat  
No # 3, Boro Mogbazar, Dhaka-  
1217

**Contact No:** +88 0133434444

**Email:** [agsus@gmail.com](mailto:agsus@gmail.com)

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### **Career Objective:**

To obtain a responsible and challenging position in the field of Financial Management, Accounting, Costing and Audit function of any well-established and reputed organization with corporate environment that will take advantage of my experience, education and offer me the opportunity for career advancement.

### **Career Summary:**

- General Manager Finance & Accounts of Jamuna Group of Companies
- Audit Manager & Accounts of G5 Consultant Limited
- Jr. Manager Accounts & Finance of SOLSTICE (BD)
- Assistant Tax Manager of M/S Pinaki & Company

### **Employment History:**

Total Year of Experience: 8.10 Years with Audit Course Experience 3 Years.

### **Working Experience:**

#### **1. General Manager Finance & Accounts (January 1, 2012 - Continuing)**

##### **Jamuna Group of Companies**

Department: Accounts & Finance.

##### **Duties and Responsibilities:**

- Oversee all aspects of daily accounting operations and manage the details.
- Ensure on Tax, VAT, L/C opening & bank finance & documentation.
- Prepare the monthly, quarterly, half yearly and yearly financial statement.
- Prepare monthly sales and purchase, inventory and cash flow statement.
- Responsible for sound maintaining of Banking Transactions.
- Responsible for Sound Cash Management.
- Monitoring financial activities, transactions and expenditures.
- Responsible for reviewing general ledger on a monthly basis to ensure accuracy of posting.
- Supervising fixed assets, inventories, receivable, payable and General Accounting function etc.
- Ensure and supervise timely reporting of all monthly financial information.
- Must have experience in working with Accounting Software (Tally ERP 9 & Dot Net



ERP).

- Account analysis and reconciliation, to include bank statements, inter-company general ledger accounts.
- Regularly undertaking audits, involving the examination of the organization's accounts, analysis risk, inspecting the organization's current practices, investigating any financial irregularities and recommending improvements.
- Ensure and control day to day transaction and update in the system.
- Project budgeting & Find out the budget variances.
- Solved the problem of Foreign Remittance.
- Check Salary Statement.
- Supervise Monthly Cash Budget.
- Prepare RJSC Return and Submit.
- Supervise Audited Document and solved Audit problem.

## **2. Audit Manager & Accounts (January 2, 2010 – July 31, 2011)**

### **G5 Consultants Limited (Chartered Accountancy Firm)**

Company Location: Dhaka Trade Centre, 5th Floor, 99 Kazi Nazrul Islam Avenue, Dhaka 1215.

Department: Audit, TAX & VAT.

#### **Duties and Responsibilities:**

- Conduct to Client for Annual Audit.
- Prepare RJSC Return, Company formation, Transfer Share, Name Clearance etc.
- Check Audited Accounts.
- Prepare Individual Return and submit to NBR.
- Prepare Company and Partnership Return and to NBR.
- Prepare Tax Exemption Document and Submit to NBT.
- Consulting all client for VAT Documentation and Prepare Return (VAT-19)

## **3. Jr. Manager Accounts & Finance (February 1, 2009 - December 31, 2009)**

Solstice BD (Group of Company)

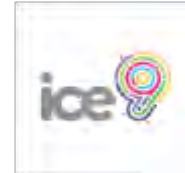
Company Location (Head Office): House # 29, Road # 121, Gulshan -1, Dhaka – 1212.

Factory: Kha-206/2, Middle Badda, Gulshan, Dhaka- 1212.

Department: Accounts & Finance.

#### **Duties and Responsibilities:**

- Reporting the monthly financial statements to management.
- Recording all kinds of journals and vouchers.
- Conducting all VAT related activities.
- Maintaining receivables and payable.
- All Bank communication.
- Preparing salary accounts.
- Managing Petty Cash.
- Maintaining bank, cash registers and preparing bank reconciliation statement.
- Maintaining the asset register.
- Recording the above information through MS Excel.
- Submitting the monthly budget to management.
- Negotiate with clients and vendors.
- Monitoring the bills to customer.
- Monitoring sales, sales returns and discounts.



- Find out the budget variances.

#### **4. Assistant Tax Manager (February 2, 2008 - December 31, 2008)**

##### **M/S Pinaki & Company (Chartered Accountancy Firm)**

Company Location: 2/4, Nawab Habibullah Road (1s Floor) Shahbag, Dhaka-1000

Department: TAX & VAT.

##### **Duties and Responsibilities:**

- Prepare Individual Return and submit to NBR.
- Prepare Company and Partnership Return and to NBR.
- Hearing to DCT both company & Firm.
- Prepare Tax exemption all documents and submit.
- Prepare Chalan and Paid to Bank.
- Prepare Tax Exemption Document and Submit to NBR.
- Consulting all client for VAT Documentation and Prepare Return (VAT-19)

#### **Professional Certification & Courses:**

##### **Part Qualified Chartered Accountants (CA)**

The Institute of Chartered Accountants of Bangladesh (ICAB),  
Kawranbazar, Dhaka

Name of the Course: Completed Chartered Accountancy Course

Firm: M/s. Pinaki & Company

Firm Address: 2/4, Nawab Habibullah Road (1s Floor) Shahbag, Dhaka-1000

Duration: 3 Years Commencing from 1st day of February 2005 To 31st day of January 2008.

Registration No: 76892 / 87

##### **2013 Income Tax Practitioner (ITP)**

The National Board of Revenue (NBR), Dhaka.

Registration No: 999000

Registration Date: 20/03/2013

##### **2016 AAA Standard VAT Course**

Bangladesh VAT Professionals Forum, Santinagar, Dhaka.

Course Conducted by: D. Md. Abdur Rouf, First Secretary NBR  
Membership

ID: 8750988765

#### **Educational Qualification:**

##### **Masters of Commerce (M.Com)**

Result: Second Class

Passing Year: 2008

Institution: Government Bangla College, Dhaka

University: National University

##### **Bachelor of Commerce (B.Com) – Certificate Course**

Result: Pass

Passing Year: 2006

Institution: Government Bangla College, Dhaka

University: National University



**Bachelor of Arts (B.A)** Result: Second Class  
Passing Year: 2002  
Institution: Nowhata College, Rajshahi  
University: National University

**Higher Secondary Certificate (H.S.C.)** Result: First Division  
Group: Arts  
Passing Year: 1999  
Institution: Varendra College  
Board: Rajshahi

**Secondary School Certificate (S.S.C)** Result: Second Class  
Group: Science  
Passing Year: 1997  
Institution: Gyandayeni High School  
Board: Rajshahi

### **Key Skills:**

For almost 4 years audited a good number of Government, semi Government, Non-Government, Multinational Companies / Organizations (details are given in Annex-1) as an articled student I have gathered wise experiences in company financial rules, management and accounting system, Personnel administration and policy making.

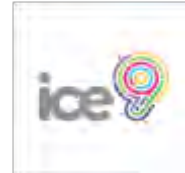
Prepare, analyze and interpret Financial Statement (Balance Sheet, Income Statement / Profit and loss Account. Receipts and Payments Accounts) in accordance with Bangladesh Accounting Standards (BSA) which is adopted by the ICAB.

- Carry out internal audit.
- Prepare of organizational assignment plan.

### **Name of Organization:**

### **Annex – 1**

- Multinational Companies:
  - CDG Plastics (BD) Limited
- Companies:
  - Sonic Allied Industries Ltd. – Private Limited Company
  - Central hospital Ltd.
  - Salton Pharmaceutical Limited.
  - NAZ Travels Private Ltd.
  - Trauma Hospital Ltd.
  - Power Automation Ltd.
  - Broke Real Estate Ltd.
  - Sonic Allied Industries Ltd.
  - BLI Securities Limited.
- Bank Audit:
  - EXIM Bank Limited.
- Insurance Company:
  - Asia Insurance Ltd.
  - Peoples Insurance Ltd.
- Non-Governmental Organization (NGO’S):
  - Karmojibi Nari.
  - Bangladesh Nari Progati Sangha(BNPS)
  - Bangladesh Mahila Parishad.



- Institution for Environment and Development (IED)
- Takaful Charity Society
- Energy sector:
  - Bangladesh Power development Board (BPDB)
  - Rural Electrification Board (REB)
- Governmental Organization:
  - 48 Union Parishads under Dinajpur, Panchagarh, and Thakurgaon District.
- Others:
  - Ramgarh Tea Estate
  - Sylhet Station Club Ltd.
- World Wide Nongovernment Organization (NGO):
  - Rotary Host Club

### **Language Proficiency:**

- Bengali: Native of Bangladeshi
- English: Writing and Spoken

### **Computer Skills:**

- MS Office (MS Word, MS Excels)
- Tally ERP 9 & Dot Net ERP
- Internet Browsing and E-mail Communication.

### **Personal Information:**

Father's Name: Md. Rafiqul Islam

Mother's Name: Mrs. Zibon Nahar

Date Of Birth: June 30,1982.

Sex: Male

Nationality: Bangladeshi By Birth.

Religion: Islam

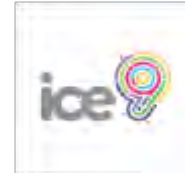
National ID No: 40218873720010

Permanent Adders : Vill - Rail Way Colony, Post – Sirajgonj, Ps – Sirajgonj, Dist – Sirajgonj, Bangladesh

### **References:**

Sreya Ghose, FCA  
Ministry of Industries  
Motijheel C/A  
Dhaka-1000. Bangladesh  
Cell :01741424424

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BITS Solutions Ltd.  
Managing Director  
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Block-gq, Dhanmndi, Dhaka-1207  
+88 01819191919  
aa@gmail.com



Now here is the difference between the job Requirements and the Candidate's Experience

<b>Requirements</b>	<b>Candidate's Experience</b>
<ul style="list-style-type: none"> <li>Bachelors/Master degree in Accounting/Finance from a reputable institute</li> <li>Fresh graduates are encouraged to apply</li> </ul>	<ul style="list-style-type: none"> <li>Candidate finished his M.com in 2008</li> <li>Also have taken training on VAT and TAX</li> <li>Candidate have 8 years Experiences</li> <li>Worked in Four companies</li> <li>Now he is in the managerial level post in the company</li> <li>General manager- Finance and accounts, in Current company</li> </ul>
<ul style="list-style-type: none"> <li>Must have excellent communication ability, both verbal and written.</li> </ul>	<ul style="list-style-type: none"> <li>As a manager of a company he leads an accounting team</li> </ul>
<ul style="list-style-type: none"> <li>Must have a strong understanding of Microsoft Office, especially MS excel.</li> </ul>	<ul style="list-style-type: none"> <li>As an Finance and Accounts manager he has all this skills</li> <li>He has proficiency in Tally ERP 9 &amp; Dot Net ERP</li> </ul>
<ul style="list-style-type: none"> <li>Team work and Team Commitment</li> </ul>	<ul style="list-style-type: none"> <li>Supervise and leads a team</li> </ul>
<ul style="list-style-type: none"> <li>High level of professional integrity</li> </ul>	<ul style="list-style-type: none"> <li>Very Professional</li> </ul>

From here we can see that the person is over qualified for this post. From the CV it is also discovered that the person's recent duties and responsibilities are for higher level posts that does not match with this post job description. Some of them are shown below.

<b>Job description</b>	<b>Candidate's Duties and Responsibility in SRK Group of Company</b>
<ul style="list-style-type: none"> <li>Administrative Budgeting and Cash handling</li> </ul>	<ul style="list-style-type: none"> <li>Overseas all aspects of daily accounting operations and manage the detail</li> <li>Monitors banking transactions</li> <li>Prepares financial statements</li> </ul>



	<ul style="list-style-type: none"> <li>• Checks salary statement</li> <li>• Monitoring financial activities, transaction and expenditures.</li> <li>• Prepare RJSC (Registry of Joint Stock Companies) Return and Submit.</li> </ul>
<ul style="list-style-type: none"> <li>• Revenue Recognition and maintenance of Receivables and Payables Ledger on a daily basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervising fixed assets, inventories, receivable, payable and General Accounting function etc.</li> </ul>
<ul style="list-style-type: none"> <li>• Tax and VAT related activities</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring and supervising Tax, VAT, and L/C opening.</li> </ul>
<ul style="list-style-type: none"> <li>• Report generation at regular intervals.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure and supervise timely reporting of all monthly financial information.</li> <li>• Regularly undertaking audits, involving the examination of the organization's accounts, analysis risk, inspecting the organization's current practices, investigating any financial irregularities and recommending improvements.</li> </ul>
<ul style="list-style-type: none"> <li>• Preparing bills and maintaining billing records.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor audited documents and solves the Audited problem</li> </ul>

So here the job descriptions are given for the fresher level candidates who will learn works from basic level. But the candidate's duties and responsibilities in SRK Group of Company are very hard and these duties are done when someone reach to managerial level in the Company. So why he would work basic works in accounts and finance department.

So here it is seen that the employee is over qualified and does much more duties and responsibilities in his current company, so it is totally illogical to hire this candidate in a primary level of the company. Also this candidate deserves salary more than 80,000 BDT. So this is not right post for this candidate. For these reasons the employer cannot take his CV for this position and this CV will not be accepted.

### **5.1.1. Who should be hired**

Any fresher or one year experienced candidate is preferable for this post because the duties and responsibilities are for the junior levels.

### **5.2. Senior Post Job Description Comparing With Junior Post CV**

Comparison among a junior CV with a senior post Job Description is shown here. The Job Description and The CV are attached below.



## **Manager Finance & Accounts**

**Maverick Studios**

**No. of Vacancies: 01**

### **Job Description / Responsibility**

- Monitoring and supervising daily accounting operations.
- Establishing and analyzing regular financial statements and cash flow statement.
- Monitoring Cash Management and Banking transactions.
- Preparing monthly budget.
- Analyzing and planning for budget and Finding out the budget variance.
- Confirming Tax, Vat, L/C.
- Checking salary statement.
- Solving the problem of Foreign Remittance.
- Supervising fixed assets, inventories, receivable, payable and General Accounting function etc.
- Co-coordinating and undertaking audits.
- Analyzing organization's risk.
- Monitoring financial activities, transactions and expenditures.
- Ensuring and controlling day to day transaction and update in the system.
- Reviewing general ledger on a monthly basis to ensure accuracy of posting.
- Analyzing accounts and reconciliation, to include bank statements, inter-company general ledger accounts.

### **Job Nature**

- Full time
- Mandatory probation period of 3 months.

### **Educational Requirements**

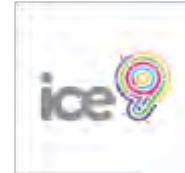
- Master degree in Accounting/Finance from a reputable institute
- Must have done CA

### **Additional Job Requirements**

- Minimum 6 Years Job experience.
- Must have excellent communication ability, both verbal and written.
- Must have a strong understanding of Accounting Software (Tally ERP 9 & Dot Net ERP).
- Leading and supervising a team.
- High level of professional integrity

**Salary Range:** 75,000– 80,000

**Job Location:** 50 Lake Circus, Kalabagan, Dhaka-1205



## **Md. Riad Alam**

**Address:** Sh#22, Shakwat Bari  
Road, Neempara, Tongi, Gazipur.

**Contact No:** +88017942317878

**Email:** [riad@gmail.com](mailto:riad@gmail.com)

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### **Career Objective**

To reach career excellence through dedication, honesty and hard work and also seek perpetual self-improvement with organization's changing internal and external needs.

### **Educational Qualifications**

- Bachelor of Business Administration (BBA): **North South University (2017).**  
CGPA 2.63 on a scale of 4 - Major in **Finance & Accounting.**
- Higher Secondary Certificate (Business Studies): GPA 5.00/5.00  
**Sristy College of Tangail (2011).**
- Secondary School Certificate (Business Studies): GPA 4.00/5.00  
**Hemnagar Shashi Mukhi High School (2009).**

### **Work Experience**

- January 2017- April 2017: **Intern at Southeast Bank Limited.**
- June 2011 – April 2012: **Financial Accountant:** Baila Fashion LTD.
  - Developing a complete plan to exercise in building the business.
  - Developing Interpersonal Relation with Local Factories.
  - Developing Interpersonal Relation with Foreign and Local Buyers.
  - Developing Cost Structure, Key Partners and Effective Team capabilities.

### **Key Courses and Projects**

- Spring 2015: International Financial Management
- Summer 2015: Promotional Management
- Spring 2016: Financial Analysis
- Summer 2016: Entrepreneurial Simulation
- Spring 2017 : Stock Analysis and Efficient Frontier



## Computer Skills & Language Proficiencies

- MS Office (Word, Excel, PowerPoint).
- Eclipse (Java Programming)
- Photo/Video Editor, Picasa, Adobe Light room
- Internet (Browsing, Blogging and Email literacy)
- Fluent in both written and spoken form of English and Bengali languages.

## Achievements

- **Practical experienced for participated “Haat Bazar –The biggest Entrepreneurship Simulation”** in North South University. (Spring 2016).
- Successfully achieved certificate from NSU YES Club for NSUers Meet Corporate Icons 2013, 2014 and 2016.
- Award for HSC result by **Sristy Education Family** (2011).
- Champion in Debate for **Social Awareness** in Sristy College of Tangail (2010).

## Extra-Curricular Activities

- Senior Member at Athletics Club ( May 2012 to December 2013)
- General Member at NSU YES Club ( February 2014 to November 2014)
- General Member at NSU Finance Club (May 2015 to September 2016)
- Participant in IDLC Presents Blueprints 1.0 and 2.0, National Financial Modeling Competition 2015 and 2016.
- Participated in “AD maker by North South YES club, Season 6, 2015”
- Participant in NSUers Meet Corporate Icons 2013,2014 and 2016 which organized by NSU YES Club
- Participant in Socio Camp 2015 and 2016 at North South University
- Official Member of Manchester United Supporters Club Bangladesh (MUSCB).

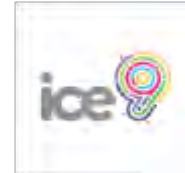
## Interests

- Sports, Gaming, Photography, Watching Movie, Travelling, and Video/Photo editing.

## References

**Sayed Mohammad Rasel**  
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**Tel:** +880286729100

**Jalal Mohiuddin**  
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North South University, Dhaka  
**E-mail:** [mohiuddin@gamil.com](mailto:mohiuddin@gamil.com)  
**Tel:**+88017342325166



Now here is the difference between the Requirements and the Candidate's Experience

Requirement	Candidate's Experience
<ul style="list-style-type: none"> <li>• Master degree in Accounting/Finance from a reputable institute</li> </ul>	<ul style="list-style-type: none"> <li>• He does not have completed it</li> </ul>
<ul style="list-style-type: none"> <li>• Must have done CA</li> </ul>	<ul style="list-style-type: none"> <li>• He does not have completed it</li> </ul>
<ul style="list-style-type: none"> <li>• Minimum 6 Years Job experience.</li> </ul>	<ul style="list-style-type: none"> <li>• He does not have six years Job Experience</li> </ul>
<ul style="list-style-type: none"> <li>• Must have excellent communication ability, both verbal and written.</li> </ul>	<ul style="list-style-type: none"> <li>• Good</li> </ul>
<ul style="list-style-type: none"> <li>• Must have a strong understanding of Accounting Software (Tally ERP 9 &amp; Dot Net ERP).</li> </ul>	<ul style="list-style-type: none"> <li>• He does not have skills on this</li> </ul>
<ul style="list-style-type: none"> <li>• Leading and supervising a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Leading and supervising a big accounting team will not be possible for him as he does not have previous managerial, financial and accounting experiences and never worked on these duties in a company. As a fresher it is quit impossible for him.</li> </ul>
<ul style="list-style-type: none"> <li>• High level of professional integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Good</li> </ul>

So here we can see that the candidate cannot fulfill the criteria which are given in the requirement. The candidate is fresher and does not have any experience for this senior higher level post.

Another thing is the job description is for the experienced person. A fresher cannot perform those duties as he has no any experience. Mainly in this job description the duties are to monitor and supervise the accounts and finance team, financial matters of the company and taking the risk. Only an experienced person can be that much professional to handle all this things.

### 5.2.1. Who should be hired

For this post experienced person is needed who is experienced to supervise and monitor all the company's financial matters.

For this mentioned post the candidate should have experience and also he should be given some training to prepare for this post. But only training will not help him to achieve this post. Practical life job experience is also needed here. For this post most of the time the candidates' take off-the-job training and they take these training in some training institution and bear their own cost.

- **Training on Income TAX:** One of the important training is training on income tax. Because they need to fix many tax related problem in this profession. And in managerial level they need to supervise and monitor these things.



- **Training on VAT:** This is also important. Because there are many national and international tariff rules and regulation. So to supervise and solve this problem in best way candidate needs to know it.

Besides this training there have also on-the-job training. But this is provided to the junior post of accounts and finance. These trainings are given as for succession planning.

- **Mentoring:** whom they choose as a trainee the trainer works as a mentor to him and gives possible suggestions to him. Another thing is the mentor monitor his day to day work and gives more information to him to make him more competitive.

## **6. SALARY**

### **6.1. Salary analysis**

The salary is set based on the current market situation for this post. The managers analyses other company's salary for this post through third party and based on that they set this salary. The salary can be increased or decreased based on the current market demand for this post.

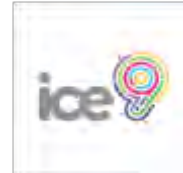
### **6.2. Increment policy**

- The supervisors are notified via email by the HR if any of the employees' contracts is going to end in that month. Supervisors are notified on the 7<sup>th</sup> working day of the month about the expiration of the contract.
- After that supervisors evaluate the performance of those employees and come up with new terms and discuss the new terms with them individually.
- The supervisors notify HR about the renewed employment terms. In this renewal most of the time the salary is increased based on the performance of the employee.
- If the contract duration is increased then the employees are notified via email and the employment term is also renewed in the Employee Database.
- It is also can be notified verbally to the employee that what is added in the new contract and how much his or her salary is increased. If it is notified verbally to the employee then HR sends an email to the supervisor stating the discussion held and renew the employment terms accordingly.
- HR updates the changes in the Employee Database & Salary Sheets which is maintained in the Google Docs.
- An email, stating the renewed employment terms, is sent to the employees who is considered as an official email keeping the supervisors, Managing Partner/Managing Director/Director/CEO/CFO in CC.

## **7. SWOT ANALYSIS OF HR DEPARTMENT OF ICE9**

STRENGTHS:

- Mentioned policies in the company book, HR department follow those rules and regulations strictly.
- When HR department set any salary for the employees they set the best possible salary structure for them.



- If any employee complains about any rules and regulations of the company, the company takes direct actions about this.
- HR department of Ice9 ensures that new employees know properly about their rights in the company. For example, leave policies, bonuses etc.
- HR department mostly the unbiased department here. They do not differentiate in terms of gender or age or educational institution. They give salary and benefits without any discrimination.

#### WEAKNESSES:

- HR policies are not fully prepared. For example HR uses same policies for all the sister's concerns. But there should be different policies for the convenience of the employees.
- In HR policies many important policies should be added. For example what benefits the employee will get and related employee law does not mentioned there.
- HR and administration department is both together but the company needs an individual administration department.
- The personnel in HR department are very low.
- Very low training opportunities within the company.
- Recruitment and selection process is not enough fast.
- They do not follow any motivation theory for the employees.

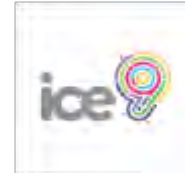
#### OPPORTUNITIES:

- They can open different training department in their company. As they have professional young employees so they can improve the new employees easily.
- The overall organization's environment is very good, the people are unbiased but adding motivational theory, giving them benefits will add more value there.

#### THREATS:

- There are lower numbers of HR personnel and the works are not assigned specifically to each person. Everyone does all HR works in the company. When the company will expand there will be a disaster in assigning work.
- The HR policies are not fully prepared or upgraded, so when the company will expand along with the HR department, there will be more hustle because then they have to prepare totally a new policy for the company

So from the SWOT analysis it can be said that there are many weakness in the company that should be removed and the opportunities should be used and upgrade the strength of the HR department of Ice9.



## **8. MAJOR FINDINGS**

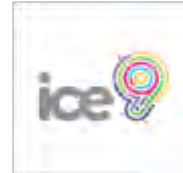
- The company follows modern HR practices. So that the company environment is not conventional. The employees get their autonomy and there are not any hard and fast rules for them. For example the office starts from 10:30 AM that is quite convenient for the employees. Some departments like creative team, they don't follow office time rather they work as their convenience, even they do night shift. Secondly the HR department does not push new employee too hard to join in new post in time. If they have issues and they request to join later then HR department accept their request.
- The recruitment and selection process in Ice9 Interactive Ltd. more focus on who fits the organization. Because the organization environment is different from others.
- HR department of Ice9 is technology based. To communicate with directors and other employees the HR department use slack. Slack also take day to day work activity of the employees. Another thing the HR department use Bonusly to manage peer to peer bonus system. Besides these the recruitment exam system of the company is also technology based. The candidates give written exam in laptop.
- The company gives fair and equal treatment to the employees.

## **9. RECOMMENDATIONS**

- As a startup company the company's HR department is not that much well organized. The company should give more attention for this department. Because when the company will start to expand the more pressure will add here. So if it is well organized now then it will be an established HR department for future.

## **10. CONCLUSION**

Recruitment and selection process is one of the most important parts in HR department. Because making a pool of candidates, assessing them and selecting best one from them is a very analytical work and they need to assess very carefully. They also try to be the least unbiased here. So after working here I got to know the rules and regulations and why those are made by the HR department. Secondly the recruitment and selection process of Ice9 also taught me lot of things. How the recruitment and selection process starts and how much effort the HR team needs to give here during recruitment and selection. Thirdly I have also learnt how to compare the CV with the job description. It is one of the important tasks in recruitment and selection process. Comparing and assessing CV with job description and short listing those CVs is a big deal. What is needed in the job description if that does not match with the CV then that will not fulfill the organizational needs. So here in the report I have shown the comparison and why I cannot accept the CV s for that job position. From this comparison many things comes in front, one of this is why I cannot accept that CV, I cannot accept the CV if the person is over qualified or under qualified than necessary. If the person is under qualified then what type of training can make that person qualified. If the person is over qualified then what will be the possible salary we should give him. These types of



questions come when those CVs are assessed with job descriptions. Finally I have also discussed about their salary, how they are set and what the increment policies they use. So overall recruitment and selection process and some HR aspects are discussed here. From this discussion it can be said that the HR department is one of the soul of the company and here there is many types of works. Within this recruitment and selection process is very time consuming, hard and needs critical thinking to hire new employee.

## **BIBLIOGRAPHY**

Available from <http://www.ice9.co/>

Company Profile- Ice9 Interactive Ltd. (2017)

Company Policy & Procedure

11 Examples of Extreme HR Practices, Accolo, Retrieved from <http://accolo.com/blog/13-examples-of-extreme-hr-practices/>

## **APPENDIX**

Questionnaire prepared for Mr. Zulfikar Islam

- Are you satisfied with your job?
- How many years you are in this company?
- What are your core duties and responsibilities for your post?
- What trainings one should take to reach this position?
- What benefits you get except salary?
- What do you like about this company?
- What are the motivations you get from this company?
- How you manage the entire accounts team in Ice9?

Questionnaire prepared for Mr. Maznir Rashid Prodhan

- What are the main duties and Responsibilities for junior executives?
- Is there any on-the-job training for this post?

My internship contract paper is attached with the report