



## **COOPERATIVE EDUCATION REPORT**

### **Stakeholder Coordination and Operational Management in Nepal's IT Industry Association: A Case Study of NAS-IT**

**WRITTEN BY**

Isha Phaiju

Student ID. 6508040058

**This report is submitted in partial fulfillment of the  
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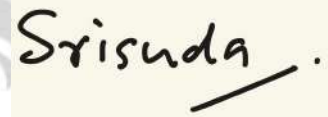
**Written by:** Ms. Isha Phaiju

**Department:** Bachelor of Business Administration (Finance & Investment)

**Academic Advisor:** Dr. Srisuda Chongsithiphol

We have approved this cooperative education report as partial fulfillment of the cooperative education program semester 2/2025

Oral Presentation Committee



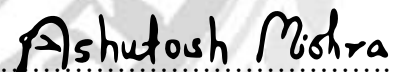
.....  
(Srisuda Chongsithiphol, D.B.A.)

**Academic Advisor**



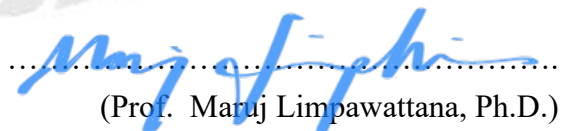
.....  
(Ms. Soniya Shrestha)

**Job Advisor**



.....  
(Ashutosh Mishra)

**Cooperative Education Committee**



.....  
(Prof. Maruj Limpawattana, Ph.D.)

**Vice President and Director of Cooperative Education**

**Project Title:** Stakeholder Coordination and Operational Management in Nepal's IT Industry Association: A Case Study of NAS-IT

**Credit:** 5

**Prepared by:** Ms. Isha Phaiju

**Academic Advisor:** Dr. Srisuda Chongsithiphol

**Degree:** Bachelor of Business Administration

**Major:** Finance & Investment

**Faculty:** Business Administration

**Semester/ Academic Year:** 2/2025

### **Abstract**

This cooperative education report entitled “Stakeholder Coordination and Operational Management in Nepal's IT Industry Association: A Case Study of NAS-IT” highlights my learning as a Secretariat Intern at the Nepal Association for Software and IT Services Companies (NAS-IT). The internship aimed to bridge academic knowledge with practical organizational exposure, focusing on event coordination, stakeholder communication, financial tracking, documentation, and administrative operations within a national-level IT industry association in Nepal.

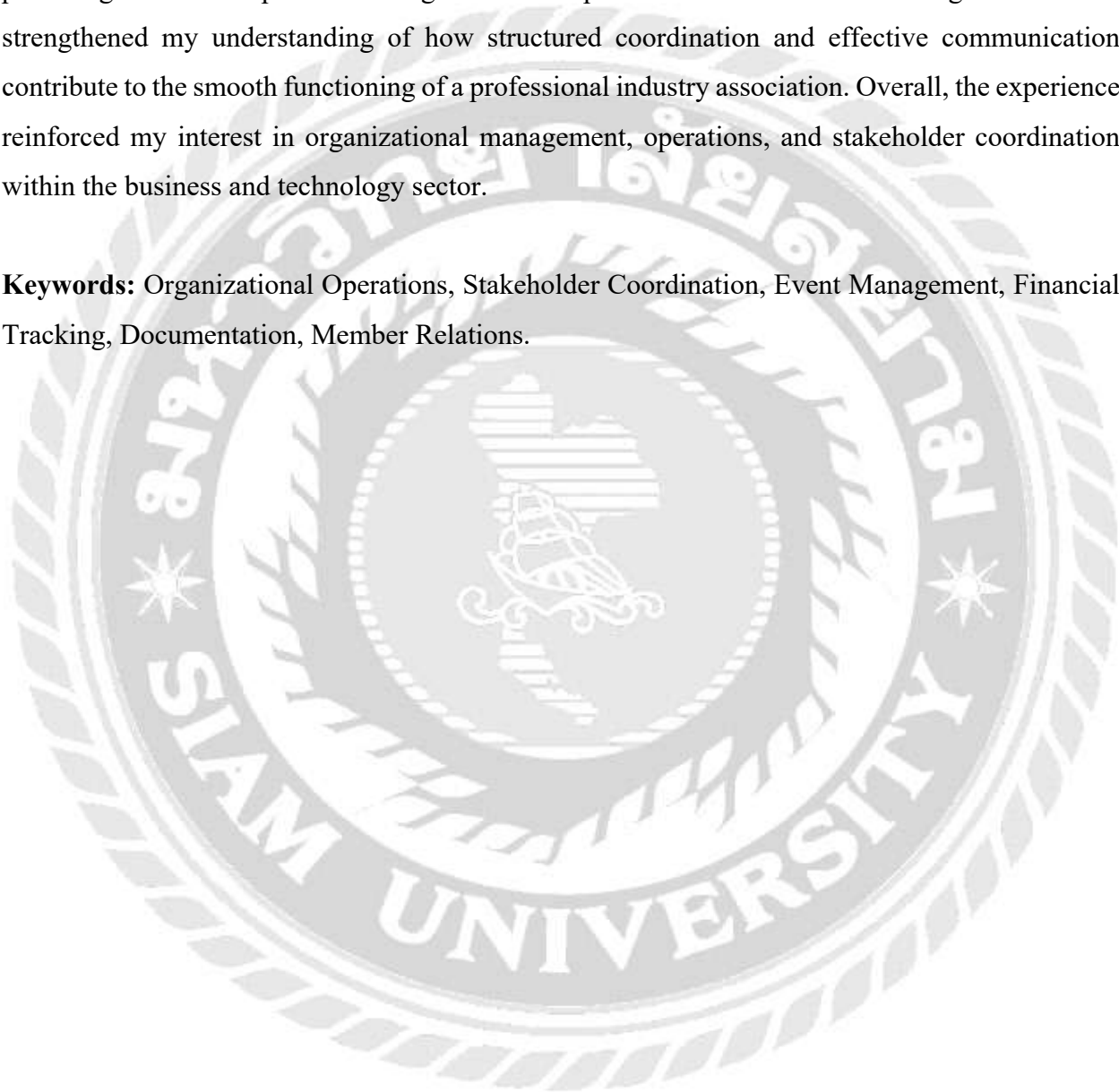
During my internship, I was directly involved in supporting multiple operational functions including coordination of webinars, leadership programs, investment readiness sessions, and committee meetings such as Cybersecurity, FDI, and Executive Committee meetings. I assisted in preparing meeting minutes, drafting formal emails, managing RSVP forms, maintaining member communication, and coordinating with member companies for event participation and confirmations. Additionally, I contributed to financial tracking by reviewing bank statements, following up on payments, managing cheque deposits, and updating financial records in tracking systems. I also supported partnership management by drafting MOUs, maintaining value partner reports, and coordinating onboarding of new member organizations.

The study identifies key operational challenges such as heavy reliance on manual communication systems, time-consuming payment follow-ups, fragmented documentation processes, and coordination delays among stakeholders. To address these challenges, the report recommends

improved digital workflow integration, centralized data management systems, structured communication channels, and enhanced automation of financial and event tracking processes.

This internship significantly enhanced my professional, analytical, and communication skills while providing hands-on experience in organizational operations and stakeholder management. It also strengthened my understanding of how structured coordination and effective communication contribute to the smooth functioning of a professional industry association. Overall, the experience reinforced my interest in organizational management, operations, and stakeholder coordination within the business and technology sector.

**Keywords:** Organizational Operations, Stakeholder Coordination, Event Management, Financial Tracking, Documentation, Member Relations.



## ACKNOWLEDGEMENT

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I would also like to extend my heartfelt appreciation to **NAS-IT** for accepting me as an intern and providing me with the opportunity to experience real-life working conditions. My sincere thanks to my job supervisor, **Ms Soniya Shrestha** (Engagement and Operations Lead), for her constant support, guidance, and mentorship throughout the internship period. Her direction played a crucial role in enhancing my professional skills and confidence.

Furthermore, I would like to acknowledge my colleagues for their cooperation and support, especially **Ms. Sanjeevani Bati** (Outreach and Execution Lead), **Ms. Alisha Shrestha** (General Secretariat of NAS-IT), **Mr. Gaurav Raj Pandey** (President of NAS-IT). Working alongside such dedicated individuals has been a truly enriching experience.

Finally, I would like to thank my family and friends for their unwavering support, motivation, and understanding throughout this journey. Their encouragement has been a constant source of strength.

This experience has greatly contributed to my personal and professional growth.

Sincerely,

Isha Phaiju

BBA, 4th Year

Kathmandu College of Management

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## List of Abbreviations

**NAS-IT:** Nepal Association for Software and IT Services Companies

**Co-Op:** Cooperative Education

**BBA:** Bachelor of Business Administration

**IT:** Information Technology

**KCM:** Kathmandu College of Management

**SIAM:** Siam University

**MOU:** Memorandum of Understanding

**RSVP:** Répondez s'il vous plaît (Response to Invitation)

**FDI:** Foreign Direct Investment

**AI:** Artificial Intelligence

**BPO:** Business Process Outsourcing

**SWOT:** Strengths, Weaknesses, Opportunities, Threats

**CRM:** Customer Relationship Management

**NIST:** National Institute of Standards and Technology

**MD:** Managing Director

**C-suite:** Senior executive leadership level (Chief-level executives)

**TIGG:** Billing and financial tracking system used by NAS-IT



## Chapter 1:

### Introduction

#### 1.1 Company Profile



*Figure 1: NAS-IT Logo*

The Nepal Association for Software and IT Services Companies (NAS-IT) is a not-for-profit organization established with the aim of empowering and advancing Nepal's growing software and IT industry. The organization was formed approximately three years ago by leading technology companies in Nepal, who recognized the need for collective action in response to increasing competition, especially in human resources and business opportunities in the IT industry. Initially starting with around 52 member companies, NAS-IT has now grown to include nearly 80 member companies, reflecting the rapid expansion of Nepal's IT sector.

NAS-IT was established to shift the tech industry from isolated competition toward collaboration, enabling tech companies to work collectively for market expansion, policy influence, and industry development. The organization operates on the principle of shared growth by dividing efforts, expanding opportunities, and strengthening Nepal's position in the global technology ecosystem. Over time, the government and key stakeholders have also begun to place greater emphasis on the IT sector, further strengthening the relevance of NAS-IT's mission.

The core focus of NAS-IT revolves around three major pillars: Access to Market, Access to Finance, and Access to Resources. Through Access to Market initiatives, NAS-IT engages in policy advocacy, international exposure, and promotion of Nepal as an emerging technology hub.

Access to Finance focuses on supporting companies through financial knowledge sharing, investment facilitation, and ecosystem development. Access to Resources includes strengthening human capital, infrastructure, and capacity-building efforts to enhance the overall competitiveness of member companies.

NAS-IT's key objectives include Advocacy & Policy development, Innovation & Entrepreneurship support, Domestic Market Development, International Market Expansion, Workforce Development, and fostering Collaboration & Partnerships. The organization actively works to create a favorable business environment by engaging with government bodies, industry stakeholders, and international partners. It also supports startups and established firms through training, networking, policy advocacy, and knowledge-sharing initiatives.

### **1.1.1 Association Vision**

To elevate Nepal as a global technology hub.

### **1.1.2 Association Mission**

To drive Nepal's IT sector by fostering innovation, entrepreneurship, and collaboration, while creating opportunities for member companies to succeed in the global marketplace.

### **1.1.3 Association Key Objectives**

- 1. Innovation and Entrepreneurship:** NAS-IT supports startups and entrepreneurs by facilitating networking, collaboration, training, and knowledge sharing. It also advocates for enabling policies, promotes technology transfer, and assists in the commercialization of innovative ideas within the IT sector.
- 2. Domestic Market Development:** This focus area aims to strengthen local IT businesses by increasing awareness of Made-in-Nepal products and services. NAS-IT also supports the implementation of national digital initiatives such as the Digital Nepal Framework and works toward building a secure and sustainable digital ecosystem.

3. **International Market Development:** NAS-IT promotes the export of IT products and services by facilitating trade opportunities, conducting market research, organizing participation in international events, and developing global partnerships. It also helps address barriers faced by Nepali companies in foreign markets.
4. **Workforce Development:** This focus area emphasizes enhancing skills within the IT sector through training, certification programs, internships, and apprenticeship opportunities. It also encourages collaboration between industry and academia while promoting diversity and inclusion in the workforce.
5. **Collaboration and Partnership:** NAS-IT emphasizes building strong relationships with industry stakeholders, government agencies, and international organizations. This helps promote knowledge exchange, encourage technological advancement, and support the overall sustainable growth of Nepal's IT industry.

#### 1.1.4 Member Companies of NAS-IT

<b>Members</b>	<ul style="list-style-type: none"> <li>● E.K.Solutions Pvt. Ltd.</li> <li>● Amnil Technologies Pvt. Ltd.</li> <li>● Quickfox Technologies Pvt. Ltd.</li> <li>● Rara Digital Lab Pvt. Ltd.</li> <li>● Techkraft Inc Pvt. Ltd.</li> <li>● Ingrails Pvt. Ltd.</li> <li>● Logpoint Pvt. Ltd.</li> <li>● Eminence Ways Pvt. Ltd.</li> <li>● Leapfrog Technology Nepal Pvt. Ltd.</li> <li>● Yellow Nepal Pvt. Ltd.</li> <li>● Proshore Nepal Pvt. Ltd.</li> <li>● Vairav Technology Security Pvt. Ltd.</li> <li>● Young Innovations Pvt. Ltd.</li> <li>● Gokyo Labs Pvt. Ltd.</li> </ul>
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	<ul style="list-style-type: none"> <li>● B.I.C. Technology Pvt. Ltd.</li> <li>● Biz Serve IT</li> <li>● Neosys Technology Pvt. Ltd.</li> <li>● Gurzu Nepal Pvt. Ltd.</li> <li>● YCO Pvt. Ltd.</li> <li>● Sprout Technology Service Pvt. Ltd.</li> <li>● Genese Solution Pvt. Ltd.</li> <li>● Info Developers Pvt. Ltd.</li> <li>● Grepsr Pvt. Ltd.</li> <li>● TAI Inc. Pvt. Ltd.</li> <li>● Allspark Technology Pvt Ltd.</li> <li>● Trilokya Technology Pvt. Ltd.</li> <li>● Parewa Labs Pvt. Ltd.</li> </ul>
<b>General members</b>	<ul style="list-style-type: none"> <li>● Fusemachines Nepal Pvt. Ltd.</li> <li>● Curves n' Colors Pvt. Ltd.</li> <li>● Quickfox Consulting Pvt. Ltd.</li> <li>● Jasper IT</li> <li>● Adex International Pvt. Ltd.</li> <li>● Impetus Incorporation Pvt. Ltd.</li> <li>● Peace Nepal DOT Com Pvt. Ltd.</li> <li>● Cedar Gate Services Pvt. Ltd.</li> <li>● G-Force Systems and Technologies Pvt. Ltd.</li> <li>● Neo Software Pvt. Ltd.</li> <li>● Growbydata, Facet Technology Pvt. Ltd.</li> <li>● Suvidha Tech Pvt. Ltd.</li> <li>● Togglecorp Solutions Pvt. Ltd</li> <li>● One Point Financial Services Pvt. Ltd.</li> <li>● Swift Technology Pvt. Ltd.</li> <li>● Pagevamp Nepal Pvt. Ltd.</li> <li>● Focus Data Analysis Pvt. Ltd.</li> </ul>

	<ul style="list-style-type: none"> <li>● H.L.E Nepal Pvt. Ltd.</li> <li>● Codewing Solutions Pvt. Ltd.</li> <li>● SwiftFin Global Consulting Pvt. Ltd</li> <li>● Mavorion Systems</li> <li>● Code Pixelz Media</li> <li>● Ripplebytes Solutions Pvt. Ltd.</li> <li>● Dots and Dashes Technology Services Pvt. Ltd.</li> <li>● Assabet Technologies Pvt. Ltd.</li> <li>● Annofi Technologies Pvt. Ltd.</li> <li>● Maitri Holdings Services Pvt. Ltd</li> <li>● CodingMountain Pvt. Ltd</li> <li>● AITC International Pvt. Ltd.</li> <li>● Smarten Technologies Pvt. Ltd.</li> <li>● Alpas Technology Pvt. Ltd</li> <li>● Danphe Software Labs Pvt. Ltd.</li> <li>● Rigo, Talent Connects Pvt. Ltd</li> <li>● Mantra Ideas Pvt. Ltd.</li> <li>● Tekkon Technologies, Nimble Infosys Pvt. Ltd.</li> <li>● Aakash Tech Pvt. Ltd.</li> <li>● Web Experts Nepal Pvt. Ltd.</li> <li>● Raindrop Inc. Pvt. Ltd.</li> <li>● Cognix Insights Pvt. Ltd.</li> <li>● Bajra Technologies Pvt. Ltd.</li> <li>● Four Symmetrons Innovation Pvt. Ltd.</li> <li>● Addressgraph Nepal Pvt. Ltd.</li> <li>● Dynamic Technosoft Private Limited</li> </ul>
<p><b>Associate Members</b></p>	<ul style="list-style-type: none"> <li>● Clockb Business Technology</li> <li>● Events Mo Private Limited</li> <li>● Eos Web Solutions Pvt. Ltd.</li> <li>● Amoeba Labs</li> </ul>

	<ul style="list-style-type: none"> <li>● ARKBO Technologies Pvt. Ltd.</li> <li>● Tech Step Pvt. Ltd</li> <li>● Himalogic Software Pvt. Ltd.</li> </ul>
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*Table 1: Member Companies of NAS-IT*

### **1.1.5 Committees of NAS-IT**

NAS-IT has formed several working committees to enhance efficiency, inclusivity, and communication within the executive team. These committees, overseen by board members and comprising NAS-IT members, aim to streamline decision-making and improve outcomes. They focus on various aspects such as operations management, workforce readiness, collaboration and affiliations, branding and marketing, member engagement, and government engagement.

The major committees under NAS-IT include:

- Cybersecurity Committee
- Foreign Direct Investment (FDI) Committee
- Product Committee
- Artificial Intelligence (AI) Committee
- Business Process Outsourcing (BPO) Committee
- Collaboration and Partnership Committee
- Policy and Advocacy Committee
- Operations Committee
- Workforce Development Committee
- International Market Development Committee
- Domestic Market Development Committee
- Membership Engagement Committee
- NAS-IT Awards Organizing Committee

These committees serve as platforms for collaboration, knowledge sharing, and execution of industry-specific initiatives. Each committee focuses on addressing sectoral challenges, supporting policy development, and enhancing the growth of Nepal's IT ecosystem.

### **1.1.6 NAS-IT Focus Areas**

NAS-IT operates through a structured framework centered on three key pillars: **Access to Market**, **Access to Finance**, and **Access to Resources**, with all initiatives aligned to support the growth of Nepal's IT sector and its member companies.

Access to Market focuses on strengthening the global and domestic positioning of Nepali IT companies through policy advocacy and market expansion. This includes promoting preferential treatment in public procurement, supporting favorable tax policies for export-oriented IT services, improving FDI policies, enabling overseas expansion of Nepali firms, and ensuring industry representation in key trade and export bodies. NAS-IT also engages in policy dialogue and international promotion of Nepal's IT sector.

Access to Finance aims to improve financial accessibility for IT companies by advocating for flexible banking and investment frameworks. Key initiatives include recognizing IT contracts, SaaS revenue, intellectual property, and software licenses as acceptable collateral, promoting priority sector lending for IT, enabling collateral-free loans for infrastructure development, and improving foreign currency access for software and service procurement. NAS-IT also collaborates with financial institutions and regulatory bodies to strengthen investment in the sector.

Access to Resources focuses on strengthening skills, infrastructure, and operational capacity within the IT ecosystem. This includes promoting digital literacy from the school level, simplifying access to global talent, supporting tax refunds for IT inputs used in exports, and developing mini IT parks. It also emphasizes industry-academia collaboration and partnerships with educational institutions and service providers to enhance workforce development and access to digital tools.

Together, these three focus areas guide NAS-IT's strategic direction and ensure balanced development across market expansion, financial support, and resource enhancement, contributing to the long-term growth of Nepal's IT industry.

### **1.1.7 Strategies of NAS-IT**

The strategic approach of the Nepal Association for Software and IT Services Companies (NAS-IT) is centered on strengthening and developing Nepal's overall IT ecosystem rather than

competing as a commercial entity. Its strategy focuses on fostering collaboration among member companies, enabling policy advocacy, and creating a unified voice for the industry. NAS-IT prioritizes three core strategic pillars: access to market, access to finance, and access to resources, which collectively support the growth and competitiveness of member organizations. Through these strategies, NAS-IT works to expand domestic and international market opportunities, facilitate innovation and entrepreneurship, and support workforce development within the IT sector. Unlike traditional business strategies focused on competition, NAS-IT's approach emphasizes cooperation, industry development, and long-term sustainability, positioning Nepal as an emerging global technology hub. (NAS-IT, 2023)

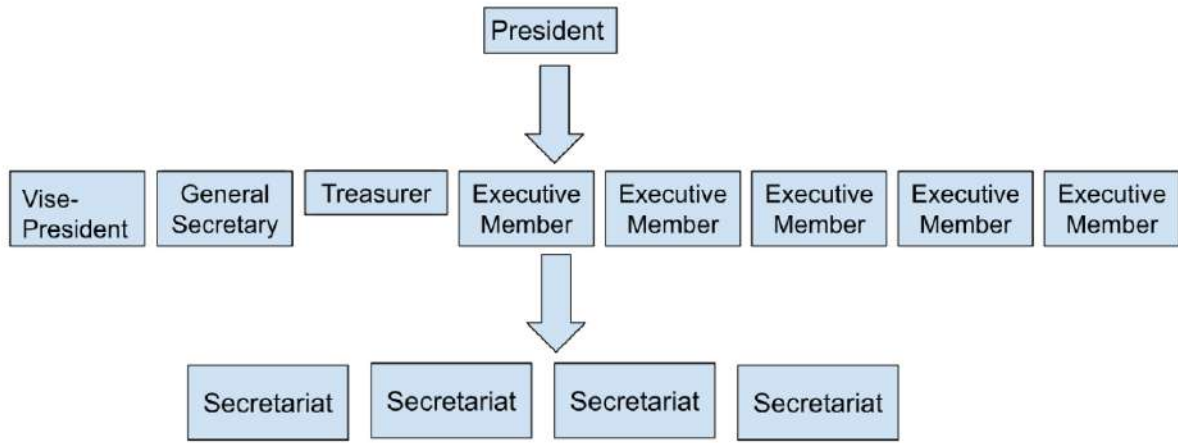
## **1.2 Organizational Structure of NAS-IT**

The organizational structure of NAS-IT is hierarchical and leadership-oriented. The top-level management consists of the President, Vice-President, Treasurer, General Secretary, and five Executive Members. All individuals in these positions are C-suite executives, Managing Directors, or senior leaders from renowned technology companies. They form the core governing body of NAS-IT and are responsible for strategic decision-making, policy formulation, and providing overall direction to the organization. Their industry expertise and leadership ensure that NAS-IT remains aligned with the dynamic and evolving technology sector.

Below the executive leadership is the Secretariat, which serves as the operational arm of the organization. The Secretariat consists of four members who are responsible for executing the decisions made by the leadership team. Their roles include handling day-to-day administrative functions, coordinating events and programs, managing communication with member companies, maintaining documentation, and supporting financial and operational activities.

This structure clearly separates strategic leadership from operational execution, ensuring efficiency and effective management. Since the complete organizational chart is extensive, only the core structure highlighting the executive leadership and Secretariat level is presented below.

### 1.2.1 Diagram of the Organizational Structure of NAS-IT



*Figure 2: Organizational Structure of NAS-IT*

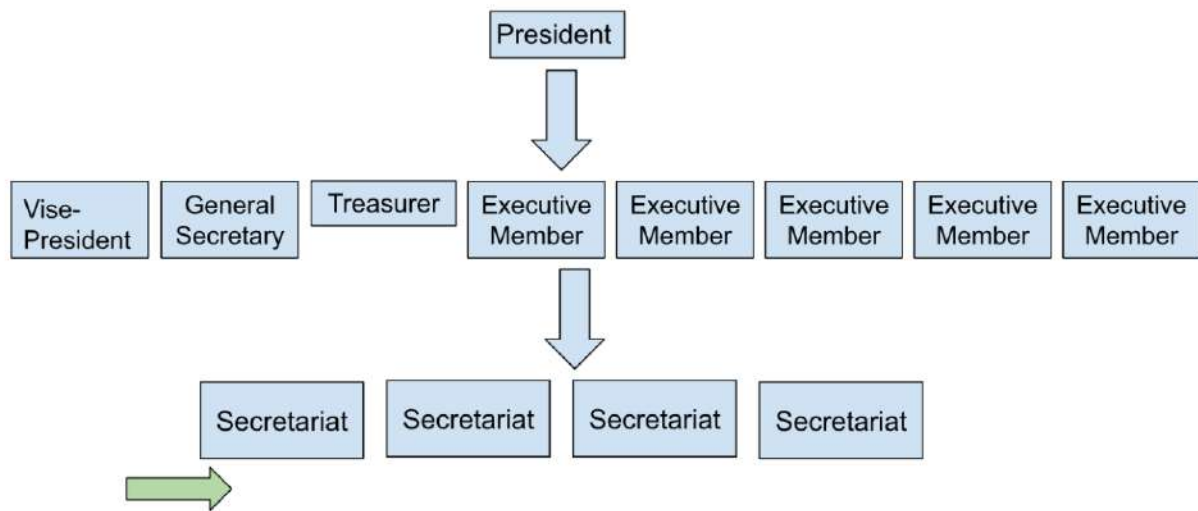
### 1.2.2 My Job Position

During my Co-Op Studies, I worked as an intern in the position given below:

January 15 – July 16: Worked as Secretariat Intern at NAS-IT, where I supported event coordination and management, member communication, financial tracking, and organizational documentation. My responsibilities included assisting in planning and execution of webinars, meetings, and programs such as the NIST Cybersecurity Framework 2.0 Leadership Webinar, Leadership Lab, and Investor Readiness & Pitch Program by preparing RSVP forms, drafting invitations, coordinating with speakers and participants, and managing follow-ups. I also handled member coordination by contacting NAS-IT member companies for confirmations and payments, supported financial processes such as reviewing bank statements, tracking payments, and assisting in cheque deposits, and contributed to administrative work including drafting emails, preparing meeting minutes, maintaining records, and organizing MOUs and reports. These experiences provided me with practical exposure to event management, stakeholder coordination, and organizational operations in a professional environment.

### 1.2.3. My Job Position in the Company's Organizational Structure

I was placed in the Secretariat division of NAS-IT, working under the Secretariat team that operates under the General Secretariat and in coordination with Board members. In this role, I supported key administrative, event, financial, and communication functions, including member coordination, payment tracking, documentation, and meeting minutes preparation. This experience provided me with an understanding of how the Secretariat ensures effective execution of Board decisions and smooth organizational operations. My job positions are in the diagram of the organizational Structure of NAS-IT as follows:



*Figure 3: My job position*

### **1.3 My Motivation to Choose the NAS-IT as the Workplace for My Training**

I had considered several options while selecting an organization for my cooperative training. I chose the Nepal Association for Software and IT Services Companies (NAS-IT) because it provides a unique platform that operates beyond a traditional corporate structure. As a national-level industry association representing multiple technology companies, NAS-IT offers exposure to a broader ecosystem where coordination, communication, and operations take place across different organizations rather than within a single firm. This aspect particularly interested me, as I wanted to understand how stakeholder coordination and organizational functions are managed at an industry level.

As a Finance and Investment major, I was interested in gaining practical exposure related to financial processes. However, I also wanted to explore how financial activities integrate with overall organizational operations. The Secretariat Intern role at NAS-IT provided a balanced

opportunity to engage in financial tracking while also being involved in administrative work, event coordination, and stakeholder communication. This combination aligned well with my objective of applying theoretical knowledge in a real-world setting while developing a broader understanding of organizational dynamics.

Another important factor in choosing NAS-IT was the opportunity to work closely with industry professionals and member companies. Since the leadership team consists of C-suite executives and senior leaders from renowned technology companies, I was motivated to learn from their strategic approach, decision-making processes, and communication practices. This exposure allowed me to observe how professional relationships are maintained and how industry-level initiatives are executed.

Additionally, the responsibilities outlined in the internship, such as coordinating webinars and programs, managing member communication, assisting in financial tracking, and preparing documentation, directly matched my learning goals. These tasks offered hands-on experience and helped me strengthen my organizational, communication, and analytical skills in a professional environment.

Lastly, the rapid growth of Nepal's IT sector influenced my decision. Being part of NAS-IT provided me with the opportunity to understand the evolving technology landscape, its challenges, and its potential for future development. This experience not only contributed to my academic learning but also helped me gain clarity regarding my career interests.

Therefore, considering the diverse learning opportunities, industry exposure, and alignment with my academic background, I selected NAS-IT as the workplace for my cooperative training.

#### 1.4 Strategic Analysis of the Company

To analyze the NAS-IT's strategies, I used SWOT analysis as a tool which is given as: -

<b>Strengths</b>	<b>Weakness</b>
<ul style="list-style-type: none"><li>● Strong representation of Nepal's IT</li></ul>	<ul style="list-style-type: none"><li>● Heavy reliance on manual</li></ul>

<p>industry with a growing base of 80 member companies</p> <ul style="list-style-type: none"> <li>● Acts as a unified voice for policy advocacy and industry development</li> <li>● Strong network with government bodies, international organizations, and stakeholders</li> <li>● Focus on key strategic pillars: Access to Market, Access to Finance, and Access to Resources</li> <li>● Active involvement in organizing industry events, training programs, and international exposure opportunities</li> <li>● Leadership team composed of experienced C-level executives and industry experts</li> <li>● Promotes collaboration instead of competition among member companies</li> </ul>	<p>communication systems (emails, calls, spreadsheets), leading to inefficiencies</p> <ul style="list-style-type: none"> <li>● Limited digital infrastructure for centralized data management and workflow automation</li> <li>● Small operational team (Secretariat), leading to high workload and coordination challenges</li> <li>● Dependence on member participation for successful execution of programs</li> <li>● Lack of structured systems for tracking member engagement and program outcomes</li> <li>● Financial dependency on membership fees, sponsorships, and events</li> </ul>
<p><b>Opportunities</b></p>	<p><b>Threats</b></p>
<ul style="list-style-type: none"> <li>● Rapid growth of Nepal’s IT sector and increasing global demand for outsourcing and tech services</li> <li>● Rising government focus on digital transformation initiatives (e.g., Digital Nepal Framework)</li> <li>● Increasing opportunities for foreign investment in Nepal’s IT industry</li> <li>● Expansion of international partnerships and global market access for member</li> </ul>	<ul style="list-style-type: none"> <li>● Political instability and inconsistent government policies affecting the IT sector</li> <li>● High competition from other countries in IT outsourcing (e.g. India, Bangladesh, Vietnam)</li> <li>● Brain drain and shortage of skilled IT professionals in Nepal</li> <li>● Rapid technological changes requiring continuous upskilling of workforce</li> </ul>

<p>companies</p> <ul style="list-style-type: none"> <li>● Growth of emerging technologies such as AI, cybersecurity, and cloud computing</li> <li>● Potential to implement digital platforms for automation, CRM systems, and member management</li> <li>● Ability to position Nepal as a competitive global IT outsourcing destination</li> </ul>	<ul style="list-style-type: none"> <li>● Limited infrastructure and investment environment compared to global competitors</li> <li>● Dependency on external stakeholders (government, donors, partners) for major initiatives</li> </ul>
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*Table 2: SWOT Analysis of NAS-IT*

The SWOT analysis of NAS-IT demonstrates the organization’s strategic position within Nepal’s growing information technology industry. One of its major strengths is its strong representation of the IT sector through a network of approximately 80 member companies. NAS-IT plays an important role in policy advocacy, industry collaboration, and promotion of Nepal’s IT sector at domestic and international levels. Its focus on access to market, finance, and resources supports the development of member companies and strengthens the overall IT ecosystem. Additionally, the involvement of experienced industry leaders contributes to effective leadership and strategic direction.

Despite these strengths, NAS-IT faces several operational challenges. The organization relies heavily on manual communication systems such as emails, phone calls, and spreadsheets, which can reduce efficiency and create coordination difficulties. Limited digital infrastructure and a small Secretariat team also affect workflow management and increase workload pressure.

At the same time, NAS-IT has significant opportunities for growth due to the expansion of Nepal’s IT sector, increasing foreign investment opportunities, and rising global demand for digital services. However, challenges such as political instability, global competition, and shortage of skilled professionals may affect long-term growth. Therefore, improving operational systems and utilizing emerging opportunities will be important for enhancing NAS-IT’s sustainability and competitiveness. (Journal of International Social Research, 2017)

## 1.5 Objectives of the Study

This internship was undertaken to gain practical exposure to organizational operations and to understand how theoretical knowledge is applied in a real working environment. During my time at NAS-IT, I focused on developing practical skills while observing how coordination, communication, and daily operations are carried out within an industry association.

The key objectives of this internship are as follows:

1. To understand how organizational operations and coordination are carried out within an industry association like NAS-IT
2. To gain practical knowledge of stakeholder coordination, including communication with member companies, partners, and industry representatives
3. To understand the processes involved in event management, including planning, coordination, and execution of webinars, meetings, and programs
4. To develop an understanding of financial tracking processes such as payment follow-ups, bank statement reviews, and record maintenance
5. To learn documentation practices, including preparation of meeting minutes, drafting formal emails, and managing organizational records
6. To apply theoretical knowledge of management, communication, and operations to real-world working scenarios
7. To enhance professional skills such as communication, time management, teamwork, and problem-solving
8. To expand professional networks and interact with industry experts, gaining insights and mentorship for future career development

## Chapter 2:

### Co-Op Study Activities

#### 2.1 My Job Description

**Internship Role:** Secretariat Intern

**Organization:** Nepal Association for Software and IT Services Companies (NAS-IT)

**Internship Duration:** January 15, 2026 – July 16, 2026

During my internship at NAS-IT, I worked as a Secretariat Intern, where I supported organizational operations, stakeholder coordination, event management, financial tracking, and documentation processes.

NAS-IT operates as a national-level industry association, and the Secretariat team serves as the operational backbone of the organization. It is responsible for executing decisions made by the leadership, coordinating with member companies, and managing day-to-day activities. As an intern, I worked closely with the Secretariat team under the supervision of the Engagement and Operations Lead.

My role required multitasking across several functional areas, including communication with member companies, coordination of events and meetings, tracking payments and financial records, and preparing official documentation such as emails, reports, and meeting minutes.

Overall, this role provided me with practical exposure to how an industry association operates and enhanced my understanding of stakeholder coordination and organizational processes in a professional environment.

## **2.2 My Job Responsibilities**

### **2.2.1 Event Coordination and Management**

- Supported the planning and execution of major events such as the NIST Cybersecurity Framework 2.0 Webinar, Leadership Lab, SelectUSA Program, Investment Readiness & Investor Pitch Program, and Introductory/Orientation Sessions by assisting in both pre-event and post-event activities
- Created RSVP forms using Google Forms and regularly tracked and updated participant responses to ensure accurate attendance management
- Sent formal invitation emails, follow-up messages, reminders, and Google Calendar invites to members, board members, and external stakeholders to ensure effective communication
- Personally called member companies to confirm their participation, attendance, and availability for various events and sessions
- Coordinated with speakers and participants regarding event schedules, presentation materials, and session flow to ensure smooth execution
- Prepared event-related materials such as presentation slides, event timelines, registration sheets, and speaker profiles using tools like Canva
- Assisted during live events by handling participant registration, managing logistics, and supporting presentation display and coordination
- Conducted post-event follow-ups by sending thank-you emails, circulating feedback forms, and compiling responses for evaluation
- Checked online registration platforms/websites regularly to monitor participant numbers for Nepal Tech Roadshow 2026.

### **2.2.2 Member Coordination and Communication**

- Communicated with 80 NAS-IT member companies for event confirmations, participation tracking, and follow-ups on various activities
- Sent regular follow-up messages through email and WhatsApp to ensure timely responses and engagement from members
- Coordinated scheduling of meetings and sessions between member companies and external organizations such as Nepal in Business (NiB)

- Collected company profiles, presentations, and other required documents from members for program participation
- Booked and managed time slots for meetings, introductory sessions, and pitching sessions based on member availability
- Conducted phone calls to collect company-specific data such as employee size, nature of business, and export/import ratios for research purposes
- Maintained continuous communication with members to ensure smooth coordination and effective information flow

### **2.2.3 Financial Tracking, TIGG Billing, and Payment Follow-ups**

- Followed up with member companies regarding pending payments related to NAS-IT Expo, Chandragiri Outing, and other programs to ensure timely collection
- Reviewed bank statements and transaction records to identify completed payments and verify financial entries
- Updated and maintained payment tracking sheets in Google Sheets to reflect accurate and up-to-date payment status
- Collected cheques from member companies through direct visits and coordinated with them regarding payment timelines
- Deposited cheques in banks such as Nabil Bank and Global IME Bank and handled related banking procedures
- Assisted in processing SWIFT payments and resolving issues such as incorrect signatures or incomplete banking details
- Cross-checked payment records with bank statements to identify and correct discrepancies in financial tracking
- Prepared PDF copies of bills and uploaded them into the TIGG system for proper financial documentation
- Recorded and categorized different types of expenses such as salaries, operational costs, and event expenses in TIGG
- Ensured that all billing entries in TIGG included accurate descriptions and appropriate reporting tags for proper financial reporting (TIGG, 2020)

#### **2.2.4 Documentation and Record Management**

- Prepared detailed and structured meeting minutes for Cybersecurity Committee, FDI Committee, Executive Committee, AI committee, Operation Committee meetings and US roadshow planning meeting
- Documented meeting agenda, key discussion points, decisions made, and action items to ensure clarity and accountability
- Drafted professional emails for invitations, follow-ups, announcements, and official communications with stakeholders
- Organized and maintained important documents such as MOUs, reports, and meeting records in Google Drive for easy access
- Reviewed MOUs to check for missing signatures, incomplete information, and overall accuracy before final storage
- Scanned physical documents and properly archived them digitally for future reference and record-keeping

#### **2.2.5 Partnership and MOU Coordination**

- Drafted and edited Memorandums of Understanding (MOUs) for partnerships and collaborations with different organizations
- Visited partner organizations such as Rigo Technology and Talent Connects to facilitate MOU signing and coordination
- Communicated with partner representatives to confirm details and ensure accuracy in official documents and communication
- Drafted emails announcing the onboarding of new value partners and clearly communicated the benefits offered to NAS-IT members
- Prepared and updated value partner reports highlighting discounts, services, and overall financial benefits received by members
- Revised reports and documents based on feedback provided by supervisors to improve accuracy and presentation

### **2.2.6 Report Preparation and Canva Work**

- Designed and developed presentations and reports using Canva for both internal use and external stakeholder communication
- Prepared detailed value partner reports including information on services offered, discounts provided, and usage by members
- Created event-related presentation materials such as speaker slides, event overviews, and timelines
- Revised and improved reports and presentations based on feedback from supervisors to ensure quality and clarity
- Compiled documents that included partner logos, service details, and screenshots of offers and discounts for reporting purposes
- Created posters, captions, and promotional content for events and programs to support communication and outreach

### **2.2.7 Data Collection**

- Collected data from member companies regarding employee size, business structure, and operational focus to support industry analysis
- Assisted in preparing documents related to FDI reform recommendations and workforce policy inputs for the IT sector
- Coordinated with member companies to gather their inputs and suggestions for policy-related documents
- Created and managed survey forms using Google Forms to collect structured data from members
- Followed up with members and committee representatives to ensure timely submission of required data and inputs

### **2.2.8 Field Work and External Coordination**

- Visited member companies to collect cheques, coordinate payments, and support partnership activities such as MOU signing
- Visited banks to deposit cheques, process payments, and handle financial procedures including SWIFT transactions (Global IME Bank, n.d.)

- Delivered official documents such as proposals to external organizations like NTA through physical visits
- Attended external meetings, interaction programs, and committee sessions to support organizational representation and documentation
- Coordinated with vendors for printing materials, merchandise production, and other logistical requirements

### **2.2.9 Administrative and Operational Support**

- Drafted professional emails, internal communication messages, and official documents as required by the Secretariat team
- Prepared reports, documents, and presentations for internal review and external communication
- Managed routine administrative tasks such as printing, organizing files, and maintaining proper documentation
- Conducted inventory counting of merchandise such as NAS-IT T-shirts and tracked distribution
- Assisted in budgeting and cost calculation for events, meetings, and outings
- Coordinated daily tasks assigned by supervisors and supported overall Secretariat operations to ensure smooth workflow
- Assisted in social media management and website handling by updating content, posting promotional materials, and supporting digital communication activities.

### **2.3 Activities in Coordinating with Co-Workers**

Throughout my internship at NAS-IT, coordination and collaboration with co-workers played a crucial role in ensuring the smooth execution of daily activities. As part of the Secretariat team, I worked closely with the Engagement and Operations Lead and other secretariat team members to manage event coordination, member communication, financial tracking, and documentation. Effective internal communication was essential for aligning tasks, especially during the planning and execution of programs such as the Leadership Lab, SelectUSA Program, and Investment Readiness & Investor Pitch Program. Regular discussions, task updates, and follow-ups helped

maintain workflow efficiency and ensured that responsibilities were clearly distributed within the team.

In addition to internal coordination, I frequently interacted with external stakeholders, particularly NAS-IT member companies and partner organizations. My responsibilities included contacting members for event confirmations, scheduling meetings, following up on payments, and coordinating with partners during MOU signing and onboarding processes. I also supported various committees by preparing meeting minutes and assisting in documentation tasks. Continuous reporting to my supervisor and coordination with team members ensured accountability and timely completion of tasks. This collaborative working environment enhanced my communication, teamwork, and coordination skills while providing practical insight into how organizational operations are managed in a professional setting.

## 2.4 Job Process Diagram

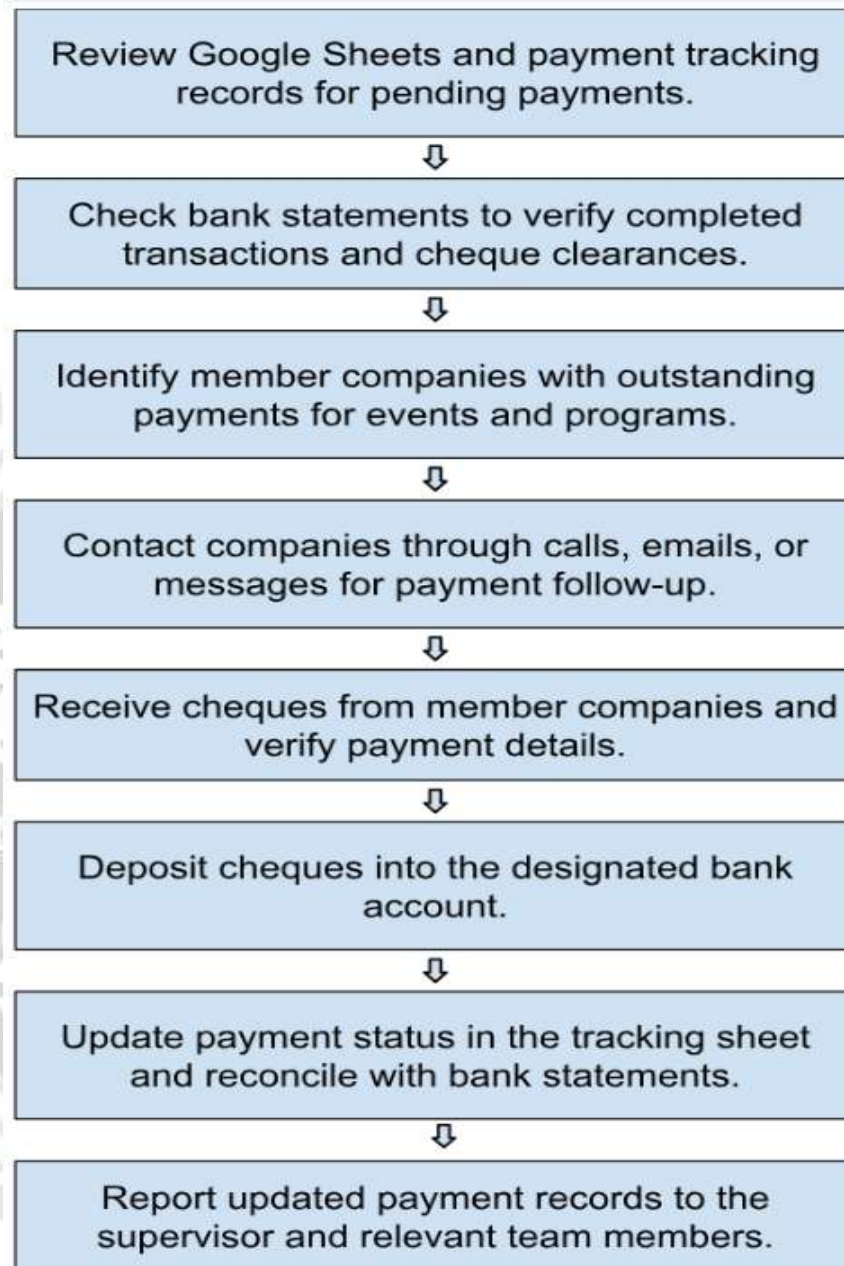
Below is a step-by-step breakdown of my major job responsibilities and the associated workflows during my internship at NAS-IT:

### 2.4.1 Event Coordination and Management Workflow

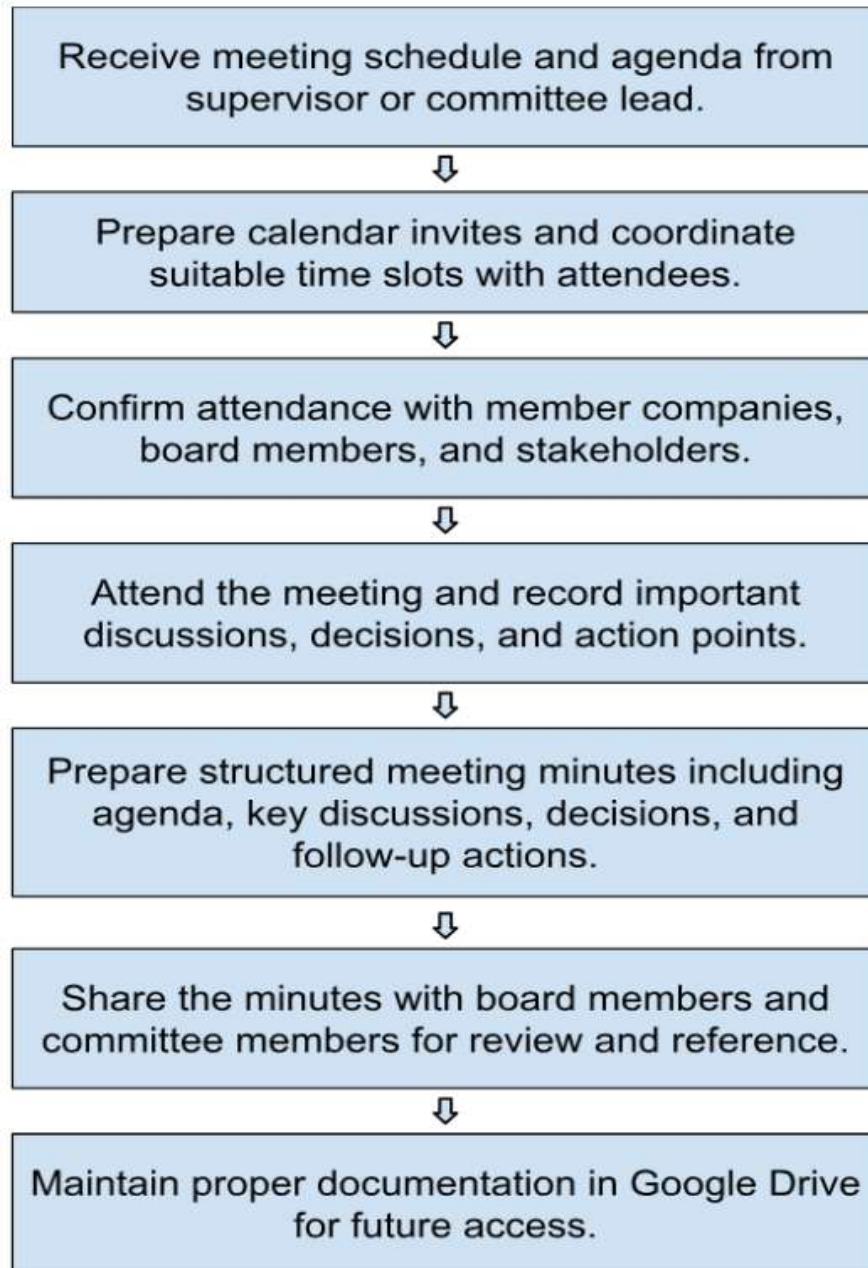


(Event Bookings, 2025)

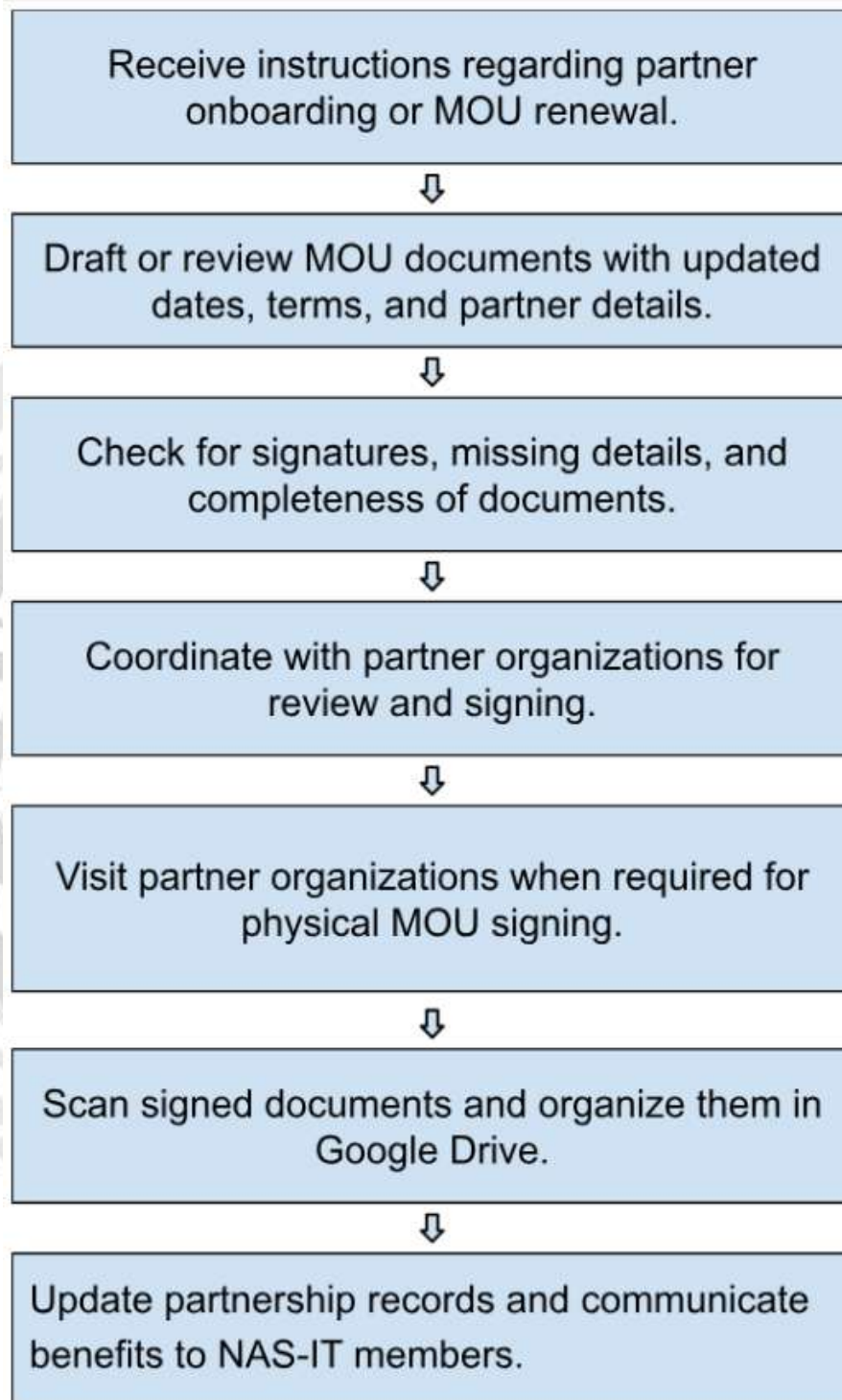
## 2.4.2 Payment Tracking and Financial Follow-up Workflow



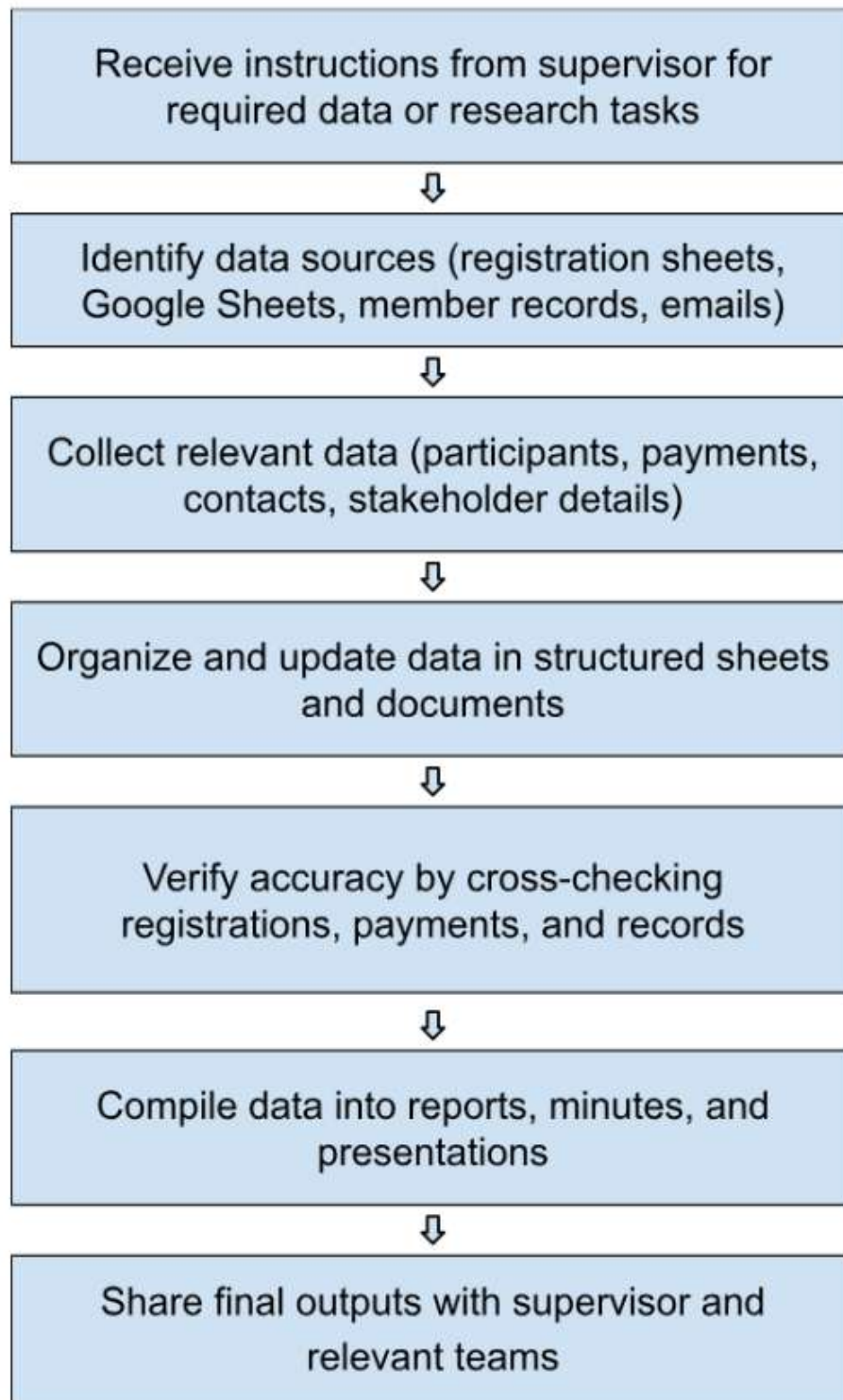
### 2.4.3 Meeting Coordination and Minutes Preparation Workflow



#### 2.4.4 Partnership and MOU Coordination Workflow



#### 2.4.5 Research and Data Collection Workflow



## **2.5. Contributions as a Co-Op Student in the Company**

During my internship at NAS-IT, I contributed to organizational operations, stakeholder coordination, event management, and financial tracking as part of the Secretariat team. I supported the planning and execution of key programs such as the Leadership Lab, SelectUSA Program, and Investment Readiness & Investor Pitch Program by managing RSVP forms, coordinating with member companies, sending official invitations, and ensuring timely follow-ups to improve participant confirmation and engagement. I also prepared structured meeting minutes for various committee meetings, clearly documenting decisions and action points to support effective communication and continuity among stakeholders.

In financial tracking, I reviewed bank statements and payment records and identified discrepancies in documentation related to program expenses, including activities such as the Chandragiri Outing and NAS-IT Expo. I assisted in correcting and updating financial entries to ensure accurate record-keeping, followed up on pending payments, supported cheque collection and deposits, and maintained updated financial sheets for proper reconciliation and transparency.

Additionally, I contributed to partnership management by assisting in drafting and reviewing MOUs, coordinating onboarding processes with partner organizations, and organizing documentation in a systematic manner for easier reference. I also supported research and data collection by contacting member companies and compiling relevant industry information for internal use. Overall, my work helped improve coordination, strengthen documentation accuracy, and support the efficient functioning of Secretariat operations at NAS-IT.

## **Chapter 3:**

### **Learning Process**

#### **3.1 Problems/Issues of the Company**

During the internship at the Nepal Association for Software and IT Services Companies (NAS-IT), several operational and coordination-related challenges were observed within the Secretariat functions. These issues primarily arose due to the hybrid working structure, limited operational manpower, and the absence of fully centralized systems for communication and stakeholder management.

As NAS-IT functions as an industry association coordinating with multiple member companies, board members, and external stakeholders, efficient communication and structured processes are critical. However, certain gaps in system integration, onboarding, and workflow standardization affected the overall operational efficiency during routine activities such as event coordination, member communication, and follow-ups.

##### **3.1.1 Problem Statement**

The operational effectiveness of NAS-IT was impacted by the absence of structured onboarding procedures, limited centralized communication systems, and a partially informal hybrid working structure. These factors led to inefficiencies in stakeholder coordination, delayed communication cycles, and inconsistencies in workflow execution within Secretariat operations.

##### **3.1.2 Major Problems Identified**

###### **1. Lack of Structured Stakeholder Introduction Mechanism**

There was no formal system in place to introduce interns or new team members to board members and member companies. As a result, external stakeholders were initially unaware of assigned roles, which affected response rates and coordination efficiency during communication processes. This impacted organizational effectiveness by creating

confusion in communication channels and reducing the efficiency of stakeholder coordination during operational activities.

## **2. Communication Inefficiencies Across Stakeholder Groups**

Coordination with member companies and board members was conducted primarily through emails, phone calls, and messaging platforms without a centralized communication system. This resulted in fragmented communication records and reduced efficiency in tracking follow-ups and responses. Such inefficiencies affected organizational effectiveness by increasing the possibility of missed communication, delayed responses, and inconsistent information management.

## **3. Limited Supervision and Feedback Structure**

The internship operated under a hybrid model with minimal real-time supervision. Task monitoring and feedback were generally provided at the completion stage rather than during execution, which limited iterative learning and immediate performance correction. This reduced operational effectiveness because delays in feedback could affect task accuracy, workflow efficiency, and overall productivity.

## **4. Absence of Standardized Workflow Timing**

The organization did not follow strictly defined working hours for operational tasks. Task allocation occurred throughout the day based on operational requirements, which led to inconsistencies in workflow scheduling and task prioritization. This affected organizational effectiveness by creating challenges in time management, coordination, and maintaining a consistent workflow structure.

## **5. Manual Record-Keeping and Tracking Processes**

Several operational activities, including member communication tracking, event follow-ups, and documentation, were managed manually through spreadsheets and emails. This increased dependency on manual verification and reduced overall process efficiency. The

lack of automated systems affected organizational effectiveness by increasing the risk of human error, duplication of work, and delays in information retrieval and reporting.

### **3.2 Proposed Solutions to the Identified Problems**

#### **1. Implementation of Formal Onboarding System**

A structured onboarding process should be introduced for interns and new employees, including organizational orientation, stakeholder mapping, and role definition to ensure clarity in communication and responsibilities.

#### **2. Adoption of Centralized Communication Platform**

The organization should implement a unified communication system such as Slack or Microsoft Teams to streamline internal and external communication, improve tracking, and enhance coordination efficiency.

#### **3. Strengthening Supervision and Feedback Mechanisms**

Regular supervisory check-ins and structured feedback cycles should be introduced to ensure continuous monitoring of task progress and timely performance improvements.

#### **4. Standardization of Work Scheduling Practices**

Even within a flexible hybrid model, defining core working hours and task deadlines would improve workflow consistency, prioritization, and operational discipline.

#### **5. Digitalization of Operational Tracking Systems**

The adoption of CRM systems or integrated databases for managing member communication, event tracking, and documentation would reduce manual workload and improve accuracy and transparency.

### **3.3 Recommendations to the Organization**

Based on the observed operational structure, the following recommendations are proposed:

#### **1. Formalize Internal Communication Protocols**

Clear communication procedures should be established to ensure all stakeholders are informed about new personnel, roles, and responsibilities within the organization.

## **2. Strengthen Operational Structure of Secretariat**

A more structured workflow system with defined responsibilities, reporting hierarchy, and task allocation processes should be implemented to improve efficiency.

## **3. Enhance Digital Infrastructure for Operations**

Investment in digital tools for communication, documentation, and stakeholder management is recommended to improve process efficiency and reduce manual dependency.

## **4. Implement Continuous Feedback Framework**

A structured feedback mechanism should be established to support performance evaluation and continuous improvement of operational tasks.

## **5. Improve Stakeholder Management Systems**

Maintaining updated databases and implementing systematic follow-up procedures will strengthen coordination with member companies and improve response efficiency.

### **3.4 Learning Outcome from the Co-Op Studies**

My internship at NAS-IT provided comprehensive insights into the operational functioning of a national-level industry association and the coordination mechanisms involved in managing multiple stakeholders within a collaborative ecosystem. My key learnings include the understanding of:

- The end-to-end process of stakeholder coordination within an industry association, including communication with member companies, board members, and external partners for event, meeting, and program execution.
- The importance of structured communication systems to ensure timely responses, effective follow-ups, and smooth coordination across multiple organizational levels.

- The significance of formal documentation practices, including preparation of meeting minutes, emails, reports, and records, to ensure transparency and organizational efficiency.
- The role of event planning and execution processes in managing webinars, leadership programs, and industry events, including RSVP management, scheduling, and stakeholder engagement.
- The importance of financial tracking and record management in maintaining accuracy in payment follow-ups, reconciliation, and reporting activities.
- The impact of hybrid working environments on coordination processes and the importance of clarity in task allocation, supervision, and reporting mechanisms.

Overall, this co-op experience allowed me to understand real-world organizational operations, develop practical skills in stakeholder coordination and administrative processes, and enhance my ability to apply academic knowledge in a professional industry association environment.

### **3.5 Application of the Knowledge from Coursework to the Real Working Situation**

The internship at NAS-IT enabled the application of key academic concepts from selected courses within real organizational operations, particularly in stakeholder coordination, communication, documentation, and administrative processes.

Knowledge from **English Communication in Everyday Life, English for Academic Study, and Business Communication and Negotiation** was directly applied in drafting formal emails, preparing official communication, and interacting with member companies and board members. These courses supported the development of professional tone, clarity, and effectiveness in workplace communication.

Concepts from **Principles of Accounting and Financial Management** were useful in understanding and assisting with financial tracking activities, including payment follow-ups, verification of transaction records, and maintaining accurate financial documentation related to events and organizational operations.

The subject **Operations and Supply Chain Management** contributed to understanding workflow processes, coordination activities, and task execution within the Secretariat. This was particularly

relevant in managing event coordination, scheduling, and stakeholder follow-ups in a structured manner. (Mc Graw Hill Education, 2017)

Knowledge from **Business Law** supported understanding formal documentation practices, including review and handling of agreements and Memorandums of Understanding (MOUs), ensuring accuracy and compliance in organizational records. (*Business Law Overview for BBS 3rd Year*, 2026)

Additionally, **Digital Literacy for the 21st Century** and **Statistics, Data Analytics and AI for Business** were applied in managing member data, using Google Sheets and digital tools for record-keeping, and maintaining structured information for reporting and coordination purposes. (Pearson, 2017)

Overall, the internship experience facilitated the practical application of core academic knowledge and strengthened understanding of how communication, finance, operations, and documentation function together in a real organizational environment.

### **3.6 Special Skills and Knowledge Gained**

The internship at NAS-IT helped develop both technical and professional competencies related to organizational operations, stakeholder coordination, and administrative functions within an industry association.

#### **Technical Skills Developed**

1. **Event Coordination and Management:** Gained practical experience in coordinating NAS-IT programs such as webinars, leadership sessions, and investor readiness events. This included managing registrations, RSVPs, scheduling, and coordinating with member companies and speakers.
2. **Stakeholder Communication:** Developed skills in communicating with member companies, board members, and partners through calls, emails, and follow-ups to ensure timely coordination of events, payments, and program activities.

3. **Documentation and Reporting:** Improved ability to prepare meeting minutes, official emails, and structured reports while maintaining accurate organizational records.
4. **Financial Tracking and Data Management:** Assisted in payment tracking, bank statement review, and updating financial records using spreadsheets, improving accuracy in financial documentation.
5. **Digital Tools Usage:** Strengthened proficiency in Google Sheets, Forms, and Drive for data management, tracking, and operational coordination.

### Professional Skills Developed

1. **Communication Skills:** Improved professional communication with senior professionals and stakeholders, ensuring clarity and formal tone in all interactions.
2. **Coordination and Time Management:** Enhanced ability to manage multiple tasks, coordinate between stakeholders, and work efficiently in a hybrid work environment.
3. **Adaptability and Problem-Solving:** Developed flexibility in handling remote work, managing changing schedules, and addressing coordination challenges through proactive follow-ups.
4. **Organizational and Administrative Skills:** Developed the ability to organize documents, maintain records systematically, and support day-to-day administrative operations efficiently within a professional organizational environment.
5. **Teamwork and Professional Networking:** Gained experience working collaboratively with Secretariat team members, board members, and external stakeholders, which improved teamwork abilities and expanded professional networking exposure within Nepal's IT industry.

Overall, the internship at NAS-IT provided valuable exposure to organizational operations and stakeholder coordination within an industry association. It strengthened practical understanding of communication, documentation, event management, and financial tracking processes, while enhancing both technical and professional competencies essential for future career development.

(Tilting Futures, 2024)

## **Chapter 4:**

### **Conclusion**

#### **4.1 Summary of Highlights of My Co-Op Studies at NAS-IT**

My co-op experience at the Nepal Association for Software and IT Services Companies (NAS-IT) was a meaningful and practical learning journey that provided me with direct exposure to the operational functioning of a national-level industry association. Working as a Secretariat Intern, I was able to understand how coordination, communication, and administrative processes are managed across multiple stakeholders, including member companies, board members, and external partners.

During the internship, I was able to:

- Gain practical experience in event coordination and management, including supporting webinars, leadership programs, and investor-related sessions through RSVP handling, scheduling, and stakeholder coordination.
- Develop hands-on exposure in stakeholder communication, where I regularly interacted with member companies for event participation, confirmations, follow-ups, and general coordination.
- Assist in financial tracking activities, including payment follow-ups, reviewing bank statements, updating records, and supporting cheque-related processes.
- Strengthen my understanding of documentation and reporting, including preparation of meeting minutes, drafting formal emails, and maintaining organizational records such as MOUs and reports.
- Work with digital tools and systems such as Google Sheets, Forms, and Drive for maintaining data, tracking activities, and improving coordination efficiency.
- Improve my understanding of how industry associations function as a collaborative platform, bringing together multiple organizations to work toward shared sectoral development goals.

Overall, this internship helped me understand how structured coordination and communication systems contribute to the smooth functioning of an organization like NAS-IT. It also strengthened

my interest in organizational operations, stakeholder management, and industry-level collaboration.

#### **4.2 My Evaluation of the Work Experience**

My internship experience at NAS-IT was highly valuable in terms of both professional exposure and personal development. As this was my first experience working in a hybrid and multi-stakeholder organizational environment, it initially required adjustment in communication patterns, workflow understanding, and task coordination. However, over time, I was able to adapt effectively and perform my responsibilities with greater confidence and efficiency.

During the internship, I was involved in responsibilities related to event coordination, stakeholder communication, documentation, financial tracking, and administrative support. These tasks helped me connect theoretical knowledge from academic coursework with practical workplace applications. I also gained a better understanding of how organizational operations are managed within a professional industry association.

One of the most valuable aspects of this experience was the opportunity to interact with senior professionals, member companies, and partner organizations. Being entrusted with responsibilities such as coordinating events, preparing meeting minutes, and following up on payments helped me develop confidence, accountability, and professional discipline. I also improved my communication, coordination, time management, and problem-solving skills through real workplace exposure.

From a self-assessment perspective, this internship helped me become more organized, proactive, and comfortable working under pressure. It also strengthened my interest in organizational operations and stakeholder management roles while providing valuable exposure to Nepal's growing IT industry.

Overall, I am highly satisfied with my internship experience at NAS-IT. The supportive work environment and practical learning opportunities contributed significantly to my professional growth and prepared me for future career opportunities in organizational operations and management.

### 4.3 Limitations of My Co-Op Studies

Despite the valuable learning experience, there were certain limitations during my internship that affected the depth of exposure in some areas:

- **Hybrid Work Structure:** Since the internship was partially remote, initial communication gaps with stakeholders made coordination slightly challenging, especially in the early phase.
- **Limited Formal Onboarding:** The absence of a structured onboarding process initially created confusion regarding stakeholder roles and communication hierarchy.
- **Irregular Supervision Patterns:** Feedback was not always provided in real-time due to the flexible working structure, which sometimes delayed learning improvements.
- **Manual Communication Systems:** Reliance on emails, calls, and spreadsheets made tracking and follow-ups more time-consuming and less centralized.
- **Limited Strategic Exposure:** As an intern, my role was primarily operational, with limited exposure to high-level decision-making processes within committees and board discussions.

Despite these limitations, the experience helped me develop adaptability, patience, and problem-solving skills in a real organizational environment. It also gave me a practical understanding of how hybrid associations function and manage multiple stakeholders simultaneously.

### 4.4 Recommendations for the Organization

Based on my internship experience, the following recommendations are suggested to further improve operational efficiency and enhance intern learning experience at NAS-IT:

- **Structured Internship Orientation:** A formal orientation session should be conducted for interns at the beginning of the internship to explain the organization's structure, work processes, communication channels, and stakeholder hierarchy.

- **Clear Task Guidelines and Expectations:** Providing interns with clear job responsibilities, expected outcomes, and reporting procedures would help reduce confusion and improve task efficiency.
- **Regular Supervision and Mentorship:** Assigning regular check-ins and feedback sessions with supervisors would support continuous learning, performance improvement, and better professional guidance for interns.
- **Improved Intern Recognition and Introduction:** Interns should be formally introduced to board members, member companies, and stakeholders to improve communication effectiveness and professional recognition.
- **Increased Practical Learning Opportunities:** Future interns should be given more opportunities to participate in strategic meetings, discussions, and decision-making processes to gain broader industry exposure.
- **Better Knowledge-Sharing and Training Support:** Providing interns with access to organizational resources, previous reports, and training materials would help them understand operational processes more effectively.

Overall, my internship at NAS-IT was a valuable experience that provided practical exposure to organizational operations within a national-level industry association. It helped me bridge the gap between academic learning and real-world application while strengthening my skills in communication, coordination, documentation, and stakeholder management. The experience has contributed significantly to my professional growth and has prepared me for future roles in organizational operations and management.

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## Appendices

**Table 3: My Daily Work Update Diary**

<b>Week 1</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 1	15/01/2026	Thursday	Attended EC meeting and assisted in coordinating post-event payments for Chandragiri Resort outing.
Day 2	16/01/2026	Friday	Assisted in coordinating post-event payments for Chandragiri Resort outing.
Day 3	18/01/2026	Sunday	Organized member contacts, followed up on payments, coordinated cheque deposit queries, created NAS-IT Canva introduction report, reviewed EC meeting minutes, and prepared email drafts.
Day 4	19/01/2026	Monday	Followed up on Chandragiri outing and Expo payments; reviewed bank statements.
Day 5	20/01/2026	Tuesday	Deposited cheque (Prospore Nepal), updated Canva report on NAS-IT focus areas, and followed up Expo and outing payments.
Day 6	21/01/2026	Wednesday	Attended Cybersecurity Committee meeting, prepared minutes, drafted value partner email, coordinated partner details, and updated payment tracking.

<b>Week 2</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 9	22/01/2026	Thursday	Managed payment follow-ups for Chandragiri Outing and NAS-IT Expo, verified transactions, updated records, attended EC Meeting, and coordinated schedules with members and NIB.
Day 10	23/01/2026	Friday	Coordinated meetings for the Investment Readiness & Investor Pitch Program, recorded minutes, and prepared a Value Partner Benefits report.

Day 11	25/01/2026	Sunday	Deposited cheque from Swift Technology and documented meeting minutes for the Investment Readiness Program.
Day 12	26/01/2026	Monday	Followed up for SelectUSA Program and U.S. Market Webinar, scheduled meetings, and recorded minutes.
Day 13	27/01/2026	Tuesday	Monitored value partner engagements, updated reports, attended committee meetings, and managed cheque follow-ups.
Day 14	28/01/2026	Wednesday	Collected and deposited cheques, updated reports, and attended SelectUSA Webinar and Cybersecurity Meeting.

<b>Week 3</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 15	29/01/2026	Thursday	Sent invites for Capacity Development Session, collected cheque from Leapfrog, attended EC Meeting, and followed up with members for participation and documents.
Day 16	30/01/2026	Friday	Visited Rigo Technology and Talent Connects to complete MOU signings.
Day 17	01/02/2026	Sunday	Arranged NAS-IT banner, deposited cheque, coordinated with companies for presentations, and followed up on expo payments and FDI tasks.
Day 18	02/02/2026	Monday	Attended the Introductory/Orientation Session on Capacity Development at Hotel Barahi.
Day 19	03/02/2026	Tuesday	Coordinated with DishHome, updated meeting schedules, and recorded minutes at Amnil Technology.
Day 20	04/02/2026	Wednesday	Processed and uploaded bills with corresponding bank payments to the Tigg system, followed up on internship agreement, drafted formal email, and prepared Leadership Lab plan and NDA documentation.

<b>Week 4</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 21	05/02/2026	Thursday	Attended EC Meeting, participated in Amnil Technology meeting, followed up for FDI Committee, and recorded Cybersecurity Meeting minutes.
Day 22	06/02/2026	Friday	Followed up with Investor Readiness participants, updated reports, assisted in budgeting and quotations, tracked payments, and attended FDI Committee Meeting.
Day 23	08/02/2026	Sunday	Conducted inventory count of NAS-IT merchandise t-shirts, updated value partner discount reports, and drafted email and Google Form for t-shirt orders.
Day 24	09/02/2026	Monday	Followed up with board members for Rastriya Swotantra Party meeting, attended Operation Committee Meeting, and recorded meeting minutes.
Day 25	10/02/2026	Tuesday	Delivered NAS-IT merchandise t-shirts to member companies and finalized Operation Committee meeting minutes.
Day 26	11/02/2026	Wednesday	Participated in SEJON interaction program on the Nepali IT industry, attended Rastriya Swotantra Party meeting, and documented key discussions.

<b>Week 5</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 27	12/02/2026	Thursday	Attended EC Meeting, assisted in printing contracts and agreements, deposited cheque at Global IME Bank, and followed up on Chandragiri outing and expo payments.
Day 28	13/02/2026	Friday	Visited Global IME Bank to learn SWIFT payment process, collected forms, resolved cheque issue, followed up on expo payments (Vianet, Ncell, Jooneli), received cheque from WorldLink, and drafted payment follow-up email.

Day 29	15/02/2026	Sunday	Followed up on expo and outing payments, coordinated APICTA payment process including SWIFT form, collected required banking information, and tracked member company responses.
Day 30	16/02/2026	Monday	Revised Operation Committee minutes in structured format, followed up on APICTA participation, updated value partner report status, and coordinated payment and cheque collection follow-ups with member companies.
Day 31	17/02/2026	Tuesday	Called NAS-IT board members to confirm attendance for the Talent Connects Anniversary Program and ensured completion of RSVP forms for participation tracking.
Day 32	18/02/2026	Wednesday	Deposited Coding Mountain Pvt. Ltd. outing cheque, attended Cybersecurity Awareness Meeting, and assisted in preparing agenda and minutes for EC documentation.

<b>Week 6</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 33	19/02/2026	Thursday	Drafted TJJ MOU Renewal, worked on IT Industry Manifesto Review by compiling key policy areas from political manifestos, and managed NAS-IT internal cheque transfers.
Day 34	20/02/2026	Friday	Initiated SWIFT payment for APICTA Membership Fee via Global IME Bank and completed related banking documentation and coordination.
Day 35	22/02/2026	Sunday	Followed up on TJJ MOU process and prepared event timelines for Leadership Lab Program and NIST Cybersecurity Framework 2.0 Webinar
Day 36	23/02/2026	Monday	Uploaded bills in TIGG system, attended TJJ MOU Signing Meeting, and supported ongoing coordination for

			Leadership Lab planning.
Day 37	24/02/2026	Tuesday	Prepared detailed timeline for Leadership Lab Program and supported review of IT Industry Manifesto document for approval process.
Day 38	25/02/2026	Wednesday	Created RSVP Google Form and invitation messages for Leadership Lab Program and coordinated member outreach for participation.

<b>Week 7</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 39	26/02/2026	Thursday	Coordinated NIST Cybersecurity Framework 2.0 Webinar, including RSVP form, invitation emails, event timeline, and Canva presentation for stakeholders.
Day 40	27/02/2026	Friday	Followed up on manifesto approval and Leadership Lab Program coordination, confirmed speaker and logistics, and shared final updates and MOU highlights.
Day 41	01/03/2026	Sunday	NAS-IT outing, expo payment followups
Day 42	02/03/2026	Monday	For the NIST Cybersecurity Framework 2.0 Webinar, finalized event timeline and speakers. Coordinated with AMCHAM, NAS-IT members, US Embassy, and NIST through emails, WhatsApp, and calls to circulate RSVP forms and ensure participation.
Day 43	03/03/2026	Tuesday	Booked Google Calendar invite for the NIST Cybersecurity Framework 2.0 Webinar, inviting interested NAS-IT members, AMCHAM members, NAS-IT board, US Embassy, and NIST representatives.
Day 44	04/03/2026	Wednesday	Election Day (no internship activities).

<b>Week 8</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 45	05/03/2026	Thursday	Election Day (no internship activities).
Day 46	06/03/2026	Friday	Election Day (no internship activities).
Day 47	08/03/2026	Sunday	For the NIST Cybersecurity Framework 2.0 Webinar, prepared speaker presentation materials including biographies, cover slides, and Q&A section. Designed social media posters and coordinated with speakers for final presentation submissions.
Day 48	09/03/2026	Monday	Sent reminder emails, WhatsApp messages, and calendar invites to participants of the NIST Cybersecurity Webinar to ensure attendance confirmation.
Day 49	10/03/2026	Tuesday	Created a Google document for representatives attending external meetings, listing names, designations, and company affiliations of NAS-IT board members.
Day 50	11/03/2026	Wednesday	Supported the NIST Cybersecurity Framework 2.0 Webinar, including sharing screen and assisting in presentation delivery during the live session.

<b>Week 9</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 51	12/03/2026	Thursday	Prepared cybersecurity committee meeting minutes and added reporting tags to TIGG billing entries for better financial tracking and documentation.
Day 52	13/03/2026	Friday	Coordinated Leadership Lab Program, called NAS-IT members for participation, and followed up on Investment Readiness & Investor Pitch Program payments.

Day 53	15/03/2026	Sunday	Followed up with members for Trade Policy input document and investment pitching program coordination. Continued payment follow-ups and ensured submission of required inputs within deadlines.
Day 54	16/03/2026	Monday	Sent calendar invites for Leadership Lab Program, coordinated FDI engagement sessions, and followed up with companies for investment pitching participation. Attended cybersecurity committee meeting and prepared minutes.
Day 55	17/03/2026	Tuesday	Managed NAS-IT payments (expo, outing, and investment programs), attended cybersecurity committee meeting, and supported EC and IRDGG coordination. Followed up on member attendance confirmations.
Day 56	18/03/2026	Wednesday	Prepared opening script for Leadership Lab Program, coordinated mock pitching sessions, finalized NIST Webinar presentation, and sent reminders and feedback forms. Also supported onboarding and event logistics.

<b>Week 10</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 57	19/03/2026	Thursday	Called participating companies for NIB investment session, confirmed RSVPs for Leadership Lab, and coordinated event preparation, scripts, and registration setup.
Day 58	20/03/2026	Friday	Attended the Leadership Lab Program on Cybersecurity Maturity, assisted in registration, coordination, and event execution.
Day 59	22/03/2026	Sunday	Called participating companies to attend Investment Pitching Session, sent reminders to NAS-IT active members and board members for event attendance.

Day 60	23/03/2026	Monday	Coordinated FDI committee scheduling for Board Engagement Session between FDI, BPO, and AI committees.
Day 61	24/03/2026	Tuesday	Sent thank-you mail and feedback form for Leadership Lab (Cybersecurity Maturity) and collected participant feedback.
Day 62	25/03/2026	Wednesday	Attended Cybersecurity Committee Meeting and prepared meeting minutes.

<b>Week 11</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 63	26/03/2026	Thursday	Visited NAS-IT office and followed up on expo, outing, and investment-related payments.
Day 64	27/03/2026	Friday	Attended Board & Committee Engagement Session, supported signing of BPO, AI, and FDI Committee Charters.
Day 65	29/03/2026	Sunday	Followed up on NAS-IT payments (outing, expo, and NIB investment) and checked board participation for IRDGG meeting.
Day 66	30/03/2026	Monday	Attended Cybersecurity Committee Meeting, prepared minutes, and followed up on value partner utilization by member companies.
Day 67	31/03/2026	Tuesday	Called NAS-IT members for the World Bank survey on BPO & ITES industry, delivered a congratulatory letter to NTC MD, and maintained TIGG billing records.
Day 68	01/04/2026	Wednesday	Coordinated hotel arrangements for NAS-IT outing, including pricing, RSVPs, and logistics. Deposited Vianet cheque for expo, attended Investment Pitching &

			Networking Session at Radisson, and prepared FDI committee meeting minutes.
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Week 12	Date	Day	Task Assigned
Day 69	02/04/2026	Thursday	Received letter from Anofi Technology regarding VAT payment and drafted a proposal to NTA for a knowledge-sharing session on “ <i>Pre-budget consultation strengthening Nepal’s IT and telecommunication ecosystem</i> ”.
Day 70	03/04/2026	Friday	Attended NAS-IT Board Member Meeting and contributed to discussions. Also created an outing cost calculation sheet for board and secretariat team, including hotel, food, lunch, and drinks expenses for internal review.
Day 71	05/04/2026	Sunday	NAS-IT outing, expo followups
Day 72	06/04/2026	Monday	NAS-IT outing, expo followups
Day 73	07/04/2026	Tuesday	Attended Cybersecurity Committee Meeting and prepared meeting minutes.
Day 74	08/04/2026	Wednesday	Attended NAS-IT Board Meeting and participated in discussions.

Week 13	Date	Day	Task Assigned
Day 75	09/04/2026	Thursday	Printed and organized proposals for NTA on <i>pre-budget consultation for IT and telecom ecosystem and AI in telecommunications: opportunities and challenges</i> . Delivered NTA proposal physically to the office.
Day 76	10/04/2026	Friday	Called FDI committee members to remind them about the physical meeting and requested HR participation. Followed up on venue confirmation for the meeting.
Day 77	12/04/2026	Sunday	Attended Cybersecurity Committee Meeting and prepared

			minutes. Also attended an AI session on evolution, tools, and risks for event planning.
Day 78	13/04/2026	Monday	Attended NAS-IT Board Meeting and finalized preparations for upcoming feedback sessions of the NIB investment meet.
Day 79	14/04/2026	Tuesday	Followed up with NAS-IT committees (AI, BPO, FDI, Cybersecurity) to submit budget recommendation inputs in shared documents for government discussion.
Day 80	15/04/2026	Wednesday	Attended meeting with Sanjeevani Didi regarding Tech Roadshow USA 2026 task assignment and prepared speaker captions and social media content.

<b>Week 14</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 81	16/04/2026	Thursday	Created Cybersecurity Committee meeting minutes, designed poster for AI Shift: Implications and Opportunities for Nepal, and followed up on feedback session planning for investment meet.
Day 82	17/04/2026	Friday	Finalized proposal drafts for NTA submission, coordinated AI session presentation flow, followed up on Tshirt order delivery, and prepared communication materials for FDI committee outreach.
Day 83	19/04/2026	Sunday	Sick Leave
Day 84	20/04/2026	Monday	Sick Leave
Day 85	21/04/2026	Tuesday	Drafted press meet invitation email and prepared Roadshow Planning Meeting minutes.

Day 86	22/04/2026	Wednesday	Assisted in calling NAS-IT member leads to encourage participation and membership.
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<b>Week 15</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 87	23/04/2026	Thursday	Attended Board Meeting, collected NAS-IT outing cheque from Vianet, submitted NTA proposal (physical & soft copy), and joined NAS-IT x NIB Feedback Session.
Day 88	24/04/2026	Friday	Contacted Ncell for billing, corporate plan pricing, SIM/eSIM conversion and activation details; coordinated lanyard design finalization with Richan Dai; reviewed organizer sheet role formatting; confirmed Indreni Banquet booking with Soniya Didi; circulated event details to TJF and SEJON and followed up on participation; called pending fee payers (excluding exemptions); collected T-shirt sizes and checked availability; compiled and circulated multiple meeting minutes; deposited Vianet cheque; updated roadshow refund memo; and attended AI Committee Meeting.
Day 89	26/04/2026	Sunday	Sent reminder email to SEJON and TJF for NAS-IT Press Meet on Pre-Budget Recommendations, attended the press meet, and created lanyard design for USA Roadshow 2026.
Day 90	27/04/2026	Monday	Created LinkedIn caption for NAS-IT Press Meet on Pre-Budget Recommendations, checked roadshow registration website to update organizers on participant numbers, deposited Vianet cheque for NAS-IT Expo, and completed minutes for the Mentorship & Investment Meet feedback session.
Day 91	28/04/2026	Tuesday	Created AI meeting minutes, attended Cybersecurity

			Committee meeting, coordinated with FDI committee coordinator and sent calendar invite for FDI meeting, finalized USA Roadshow 2026 lanyard design for all 10 organizers, and prepared caption and selected photo for the Press Meet on Pre-Budget Recommendations.
Day 92	29/04/2026	Wednesday	Updated roadshow registrations and participant sheet, coordinated organizer participation and logistics for USA Roadshow 2026, attended IMD meeting, and followed up NAS-IT membership payments including outreach to City Tech HR and members.

<b>Week 16</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 93	30/04/2026	Thursday	Printed Pre-Budget and NAS-IT PPTs, prepared Roadshow booklet for MOC-IT meeting; delivered lanyards to Jasper IT; updated roadshow registrations and participant sheet; checked stationery stores for pintype badges; uploaded bills and bank payments to Tigg and maintained records; and attended Board Meeting.
Day 94	01/05/2026	Friday	Updated roadshow registration data and participant sheet, created Canva flyer for NACOC, drafted social media caption for Roadshow speaker post, updated diplomatic embassy contacts in sheets, and edited official invitation letter (stamp, address, letterhead, and signature) for embassies.
Day 95	03/05/2026	Sunday	Created presentation slides for US Roadshow speakers, received cheque from Vianet, prepared US Roadshow planning meeting minutes, and developed detailed report for Mentorship & Investment Meet.
Day 96	04/05/2026	Monday	Leave

Day 97	05/05/2026	Tuesday	Updated roadshow registration participant data and deposited Vianet cheque.
Day 98	06/05/2026	Wednesday	Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website, maintaining and updating the participant list, compiling speaker presentations, creating a consolidated list of registered individuals, and sending confirmation emails to attendees.

<b>Week 17</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 99	07/05/2026	Thursday	Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website, Attended Board Meeting, Created caption and assisted in Social media posting
Day 100	08/05/2026	Friday	Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website, Attended AI committee meeting and created minutes
Day 101	10/05/2026	Sunday	Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website, Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website
Day 102	11/05/2026	Monday	Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website, Continued following up with speakers for their presentations and organized the received files properly in the Drive folder. Assisted in reviewing and updating the roadshow presentation deck, including preparation work for adding the QR code slide linked to the feedback form, Attended BPO meeting and created minutes

Day 103	12/05/2026	Tuesday	Managed the Nepal Tech Roadshow USA 2026 registration and coordination by tracking the registration website, Reviewed the San Francisco and Dallas event feedback Google Forms with Richan Dai and coordinated necessary updates and revisions, Attended Cybersecurity meeting and created minutes
Day 104	13/05/2026	Wednesday	Managed registration coordination tasks by regularly updating participant records and organizing registration details. Continued collecting pending presentation materials and coordinated internally regarding confirmation email processes and participant communication.

<b>Week 18</b>	<b>Date</b>	<b>Day</b>	<b>Task Assigned</b>
Day 105	14/05/2026	Thursday	I coordinated presentations, pitches, company follow-ups, registration tasks, and NACOC roadshow-related activities, sent google calender invite and finalized ppts for the event, hosted board meeting
Day 106	15/05/2026	Friday	Sent event reminder mail, coordinated presentations, pitches, company follow-ups, registration tasks, and NACOC roadshow-related activities like creating flyers, sent google calender invite and finalized ppts for the event,
Day 107	17/05/2026	Sunday	Compiled organizer feedback from the roadshow event and drafted a press release for publication , Coordinated with board members to collect and confirm expert speaker recommendations across various IT domains for an upcoming career event.
Day 108	18/05/2026	Monday	Created register now flyer for Career Compass event, assisted in membership fee followup with members.
Day 109	19/05/2026	Tuesday	Attended Cybersecurity meeting and created minutes,

			Assisted in clicking videos relating pre budget discussion for social media posting. Coordinated with Nischal dai relating sessions with TJJ.
Day 110	20/05/2026	Wednesday	Assisted in collecting Roadshow event pictures, social media posting related to the San Francisco Roadshow and Dallas Roadshow event.



## Photo Gallery



*Figure 4: MOU Renewal with Tech Journos Forum*



*Figure 5: Interaction Program organized by Society of Economic Journalists (SEJON)*



*Figure 6: Introductory session for Capacity Development Program*



*Figure 7: Board engagement session with AI, BPO & FDI committee*



Figure 8: NIB & NAS-IT Mock Pitching session

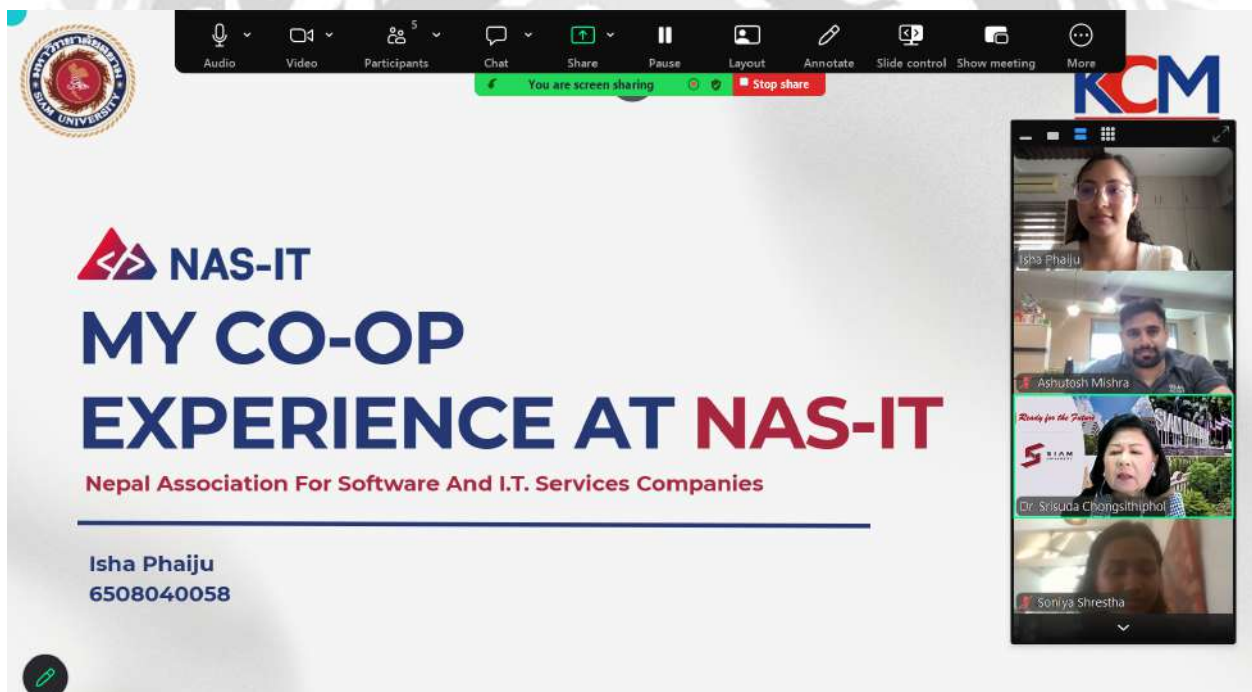


Figure 9: Presentation of Final Report