



Cooperative Education Report

**Business Documentation and Proposal Coordination Practices at Amnil
Technologies**

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**This report is submitted in partial fulfilment of the
Requirements for Cooperative Education**

Faculty of Business Administration

Academic Semester 2/2025

Siam University

Title: Business Documentation and Proposal Coordination Practices at Amnil Technologies

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Major: Marketing

Faculty: Business Administration

Semester/Academic Year: 2/2025

Abstract

This cooperative education report entitled “Business Documentation and Proposal Coordination Practices at Amnil Technologies” presents my learning experience as an intern at Amnil Technologies. The internship was carried out with the objective of gaining practical exposure in a professional working environment and applying the theoretical knowledge learned during my BBA studies. The experience helped me understand how business communication, documentation, and coordination are handled within an IT company in Nepal.

During the internship period, I worked closely with the sales team and coordinated with different departments such as finance, human resources, IT, and development teams. My major responsibilities included collecting and compiling information for Requests for Proposal (RFPs), preparing quotations and proposal documents, organizing company files and records, handling emails, and assisting in bid submission processes for different organizations and banks in Nepal. I was also involved in monitoring notices related to bidding opportunities, vendor listings, and website development projects from various banking institutions and companies.

The internship allowed me to gain practical knowledge about proposal preparation, interdepartmental coordination, and professional communication. Since I come from a non-technical background, understanding technical terms and adapting to the working environment was initially challenging. Managing tasks within limited deadlines and communicating in a professional setting also helped me improve my adaptability, confidence,

time management, and problem-solving skills. These challenges became valuable learning experiences throughout the internship period.

Overall, the internship provided me with meaningful exposure to the operational activities of an IT company and enhanced both my professional and interpersonal skills. The experience helped me develop a better understanding of workplace responsibilities, teamwork, and business processes, which will be beneficial for my future career development.

Keywords: *Proposal Management, RFP Documentation, Business Communication, Interdepartmental Coordination, Quotation Management.*

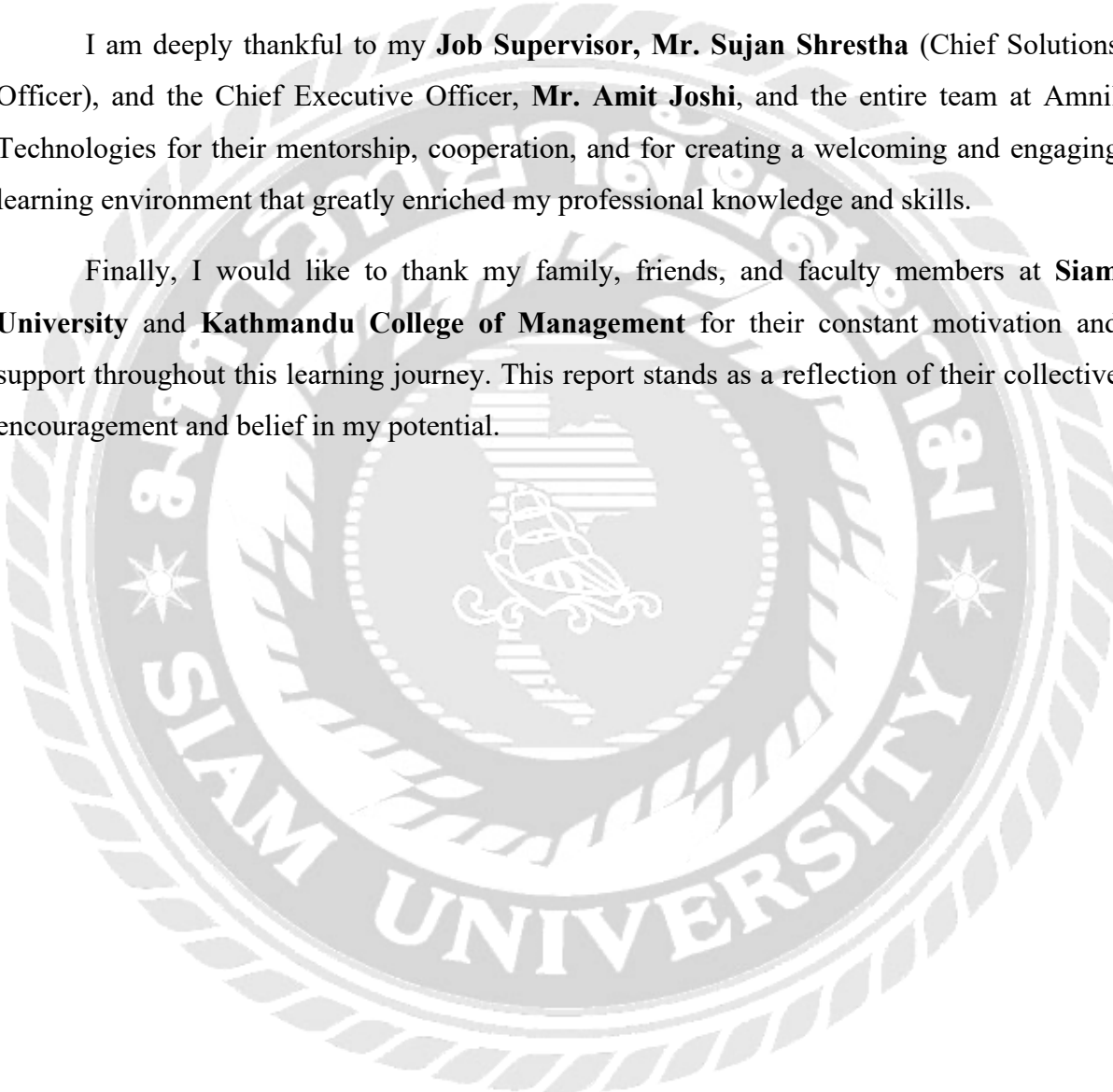


Acknowledgement

I would like to express my sincere gratitude to **Amnil Technologies Private Limited** for providing me with the opportunity to undertake my cooperative education internship within its Sales and Business Development department. My heartfelt appreciation goes to my Academic Advisor, **Mr. Bikash Dahal**, for his valuable guidance, encouragement, and continuous support throughout this period.

I am deeply thankful to my **Job Supervisor, Mr. Sujan Shrestha** (Chief Solutions Officer), and the Chief Executive Officer, **Mr. Amit Joshi**, and the entire team at Amnil Technologies for their mentorship, cooperation, and for creating a welcoming and engaging learning environment that greatly enriched my professional knowledge and skills.

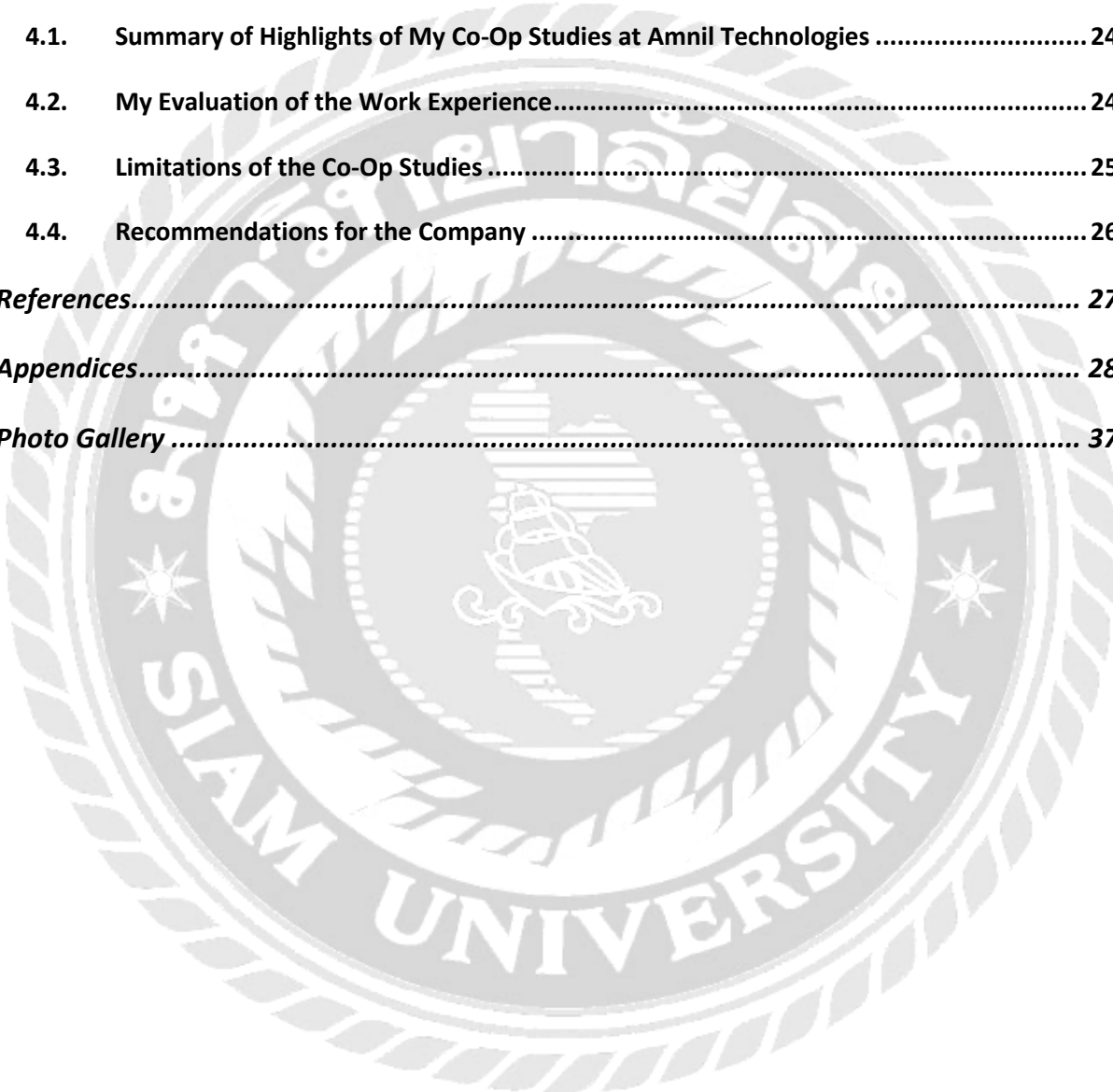
Finally, I would like to thank my family, friends, and faculty members at **Siam University** and **Kathmandu College of Management** for their constant motivation and support throughout this learning journey. This report stands as a reflection of their collective encouragement and belief in my potential.



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List of Acronyms

RFP: Request for Proposal

EOI: Expression of Interest

IT: Information Technology

AI: Artificial Intelligence

HR: Human Resources

CEO: Chief Executive Officer

CTO: Chief Technology Officer

COO: Chief Operating Officer

CFO: Chief Finance Officer

CSDO: Chief Solutions Delivery Officer

QA: Quality Assurance

CV: Curriculum Vitae

BBA: Bachelor of Business Administration

NLIC: National Life Insurance Company

DevOps: Development and Operations

SWOT: Strengths, Weaknesses, Opportunities, Threats

VConnect: Video Connect (Amnil's video banking product)



Chapter 1: Introduction

This chapter provides an overview of the organization where the cooperative education internship was conducted. It includes a brief introduction to Amnil Technologies Private Limited, covering its background, mission, vision, and the range of services it offers. The chapter also describes the organizational structure of the company and explains the role held during the internship. It further discusses the reasons for selecting this organization for the cooperative education program and presents a strategic analysis of the company. The chapter concludes by outlining the main objectives of the co-operative study.



Fig 1: Amnil Technologies Logo

1.1. Company Profile

Amnil Technologies Private Limited is full-stack software Services Company headquartered in Manbawan, Lalitpur, Nepal. The company was founded in 2009 with a vision to drive the digitalization of Nepal's business environment through innovative and scalable technology solutions. Since its establishment, Amnil Technologies has grown into a well-respected technology partner with over 150 in-house experts, more than 100 delivered projects, and clients across Nepal, the United States, the United Kingdom, Australia, Singapore, and Papua New Guinea.

The company is led by an experienced leadership team: Mr. Amit Joshi (Chief Executive Officer), Mr. Nishchhal Shrestha (Chief Technology Officer), Ms. Alisha Shrestha (Chief Operating Officer), and Mr. Nishit Rajbhandari (Chief Finance Officer). Together, they bring years of experience in start-up scaling, software development, enterprise digital transformation, and global delivery operations.

Amnil Technologies is especially known for its work in Nepal's banking and financial sector, having delivered mission-critical digital solutions for institutions including Nabil Bank, Global IME Bank, NMB Bank, Machhapuchchhre Bank, Prime Commercial Bank, and Himalayan Bank. Beyond banking, the company also serves clients in telecommunications,

pharmaceuticals, theatre management, outsourced software development, and ecommerce. The Ncell App developed and maintained by Amnil Technologies has over 5 million downloads on Android and 2 million on iOS, making it one of the most widely used applications in Nepal.

The company operates under the philosophy of Strategize, Execute, and Evolve, which reflects its commitment to understanding each client's specific needs, delivering tailored solutions with precision, and continuously improving through experience and innovation. Amnil Technologies also values a collaborative and non-hierarchical work culture that encourages open communication and professional growth.

1.1.1. Company Vision

To be Nepal's most trusted technology partner by driving the rapid digitalization of the Nepalese market through innovative and customized technology solutions for both national and international clients.

1.1.2. Company Mission

To provide customized technology solutions that fulfil each client's specific needs, delivered with creativity, quality, and strong customer focus, from initial development to long-term support and maintenance.

1.1.3. Product and Service Portfolio

Amnil Technologies offers a comprehensive range of technology services and proprietary products across multiple sectors. Its key service areas and products are described below.

Service / Product	Description
Banking Digitization	Core banking systems, mobile banking, internet payment gateways, video banking (VConnect), account opening, treasury platforms, BPM Flowzen workflow management
AI-Based Solutions	AI-driven memo generation, automated dispute handling, voice-enabled chatbot integration (Chatbot Konversify)
DevOps Services	CI/CD pipelines, Kubernetes orchestration, cloud infrastructure management, automated deployment, monitoring and observability

Mobile App Development	Ncell App (5M+ Android downloads), MBL Connect, Nabil Gen Alpha, cinema and news apps, pharma apps
Theatre Management	Online and POS ticketing, loyalty programs, concession management, scheduling, digital signage, DTA reporting
Resource Augmentation	Providing skilled IT engineers to client organizations on a project or ongoing basis
Outsourced Solutions	ESOP Management (equity awards), carbon trading organization apps, DROP Positioning System (logistics), CLARK QMS (forklift manufacturing)
Ecommerce & Websites	Payment gateway integration, CMS-based bank websites, AI-powered search, recommendation engines, multi-language support

Table 1: Products and Services of Amnil Technologies

1.1.4. Company's Core Objectives

The main objectives that guide Amnil Technologies are:

- To deliver high-quality and customized technology solutions that meet each client's specific needs and requirements.
- To maintain strong and long-lasting relationships with clients through reliable service, transparency, and consistent support.
- To continuously innovate by adopting new technologies and upgrading its products and services.
- To develop a skilled and motivated team through a positive workplace culture that values learning and collaboration.
- To expand its client base across different sectors and explore new markets beyond Nepal.

1.2. Organizational Structure

Amnil Technologies follows a non-hierarchical and collaborative organizational structure. The company operates through four main departments: Sales and Business Development, Information Technology (IT) and Development, Finance and Accounts, and Human

Resources. Each department plays an important role in supporting the company's overall operations.

All major decisions, including the approval of proposals and client communications, are made by the Chief Executive Officer (CEO). The Sales and Business Development team handles client relationships, proposal preparation, and the bidding process. The IT and Development team is responsible for building and delivering software solutions. The Finance team manages budgets, audits, and financial documents needed for tenders. The HR team handles recruitment and employee welfare.

1.2.1. Diagram of the Organizational Structure

The diagram below shows the organizational structure of Amnil Technologies Private Limited:

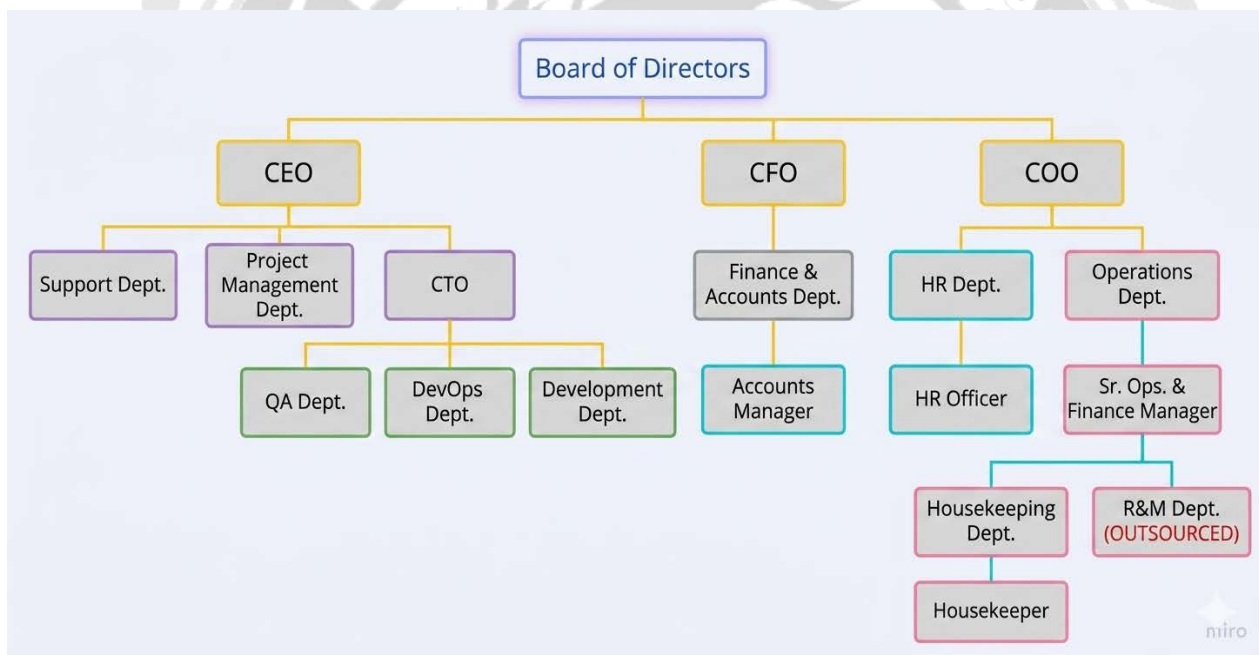


Fig 2: Organizational Structure of Amnil Technologies

1.2.2. My Job Position

During my internship at Amnil Technologies, which began on 25 February, I worked as a Documentation Intern in the Sales department. My main responsibility is to support the sales team in preparing and managing documents related to proposals, RFPs, quotations, and formal bids. I report directly to my supervisor, Mr. Sujan Shrestha (Chief Solutions Delivery Officer), and Mr. Amit Joshi (CEO) who guides my work and reviews documents before submission.

My role also involved sending approved documents through the company's official sales email, following authorization from the CEO or my supervisor. I worked on proposals and quotations for clients including Global Bank Ltd, NMB Bank, Surya Nepal, Tisa Group, National Life Insurance Company (NLIC), Siddhartha Bank Ltd, and Kumari Bank. I also helped prepare a formal bid for Machhapuchchhre Bank, which required compiling important documents such as Share Lagat, Article of Association, three years of Tax Clearance Certificates, Audited Financial Reports, and Registration Certificates, team CVs, Declaration Forms, and Bid Bonds.

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

I was placed in the Sales and Business Development department and reported directly to the CEO or my Supervisor Mr. Sujan Shrestha. My role served as a bridge between the sales team and other departments. To prepare complete and accurate proposals, I regularly coordinated with the IT team to collect technical specifications, the Finance team for financial statements and compliance documents, and the HR team for staff CVs and organizational information.

This cross-departmental coordination allowed me to understand how different teams in an IT company work together to win clients and deliver projects. My position gave me practical exposure to both the commercial and operational sides of the business.

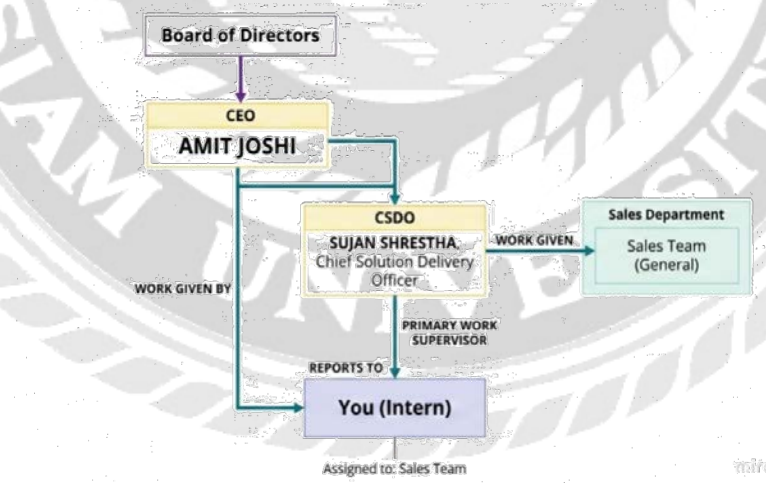


Fig 3: My Job Position in the Organizational Structure

1.3. My Intention and Motivation to Choose This Company as My Co-Op Studies

Workplace

I chose Amnil Technologies as my Co-Op studies workplace because I wanted to gain practical exposure to how the IT industry operates from a business and management perspective. As a BBA student with an interest in marketing, business communication, and organizational operations, I wanted to experience how business activities are carried out in a professional corporate environment, especially within a technology-based company.

One of the main reasons for selecting Amnil Technologies was the opportunity to work on business documentation, proposal preparation, and coordination with different departments. I was interested in learning how IT companies prepare Requests for Proposal (RFPs), quotations, and business proposals for banks and other organizations. Through this internship, I wanted to understand how companies compete for projects through bidding processes and how professional communication and documentation are managed in real business situations.

Additionally, I believed that working in an IT company would help me improve my communication, coordination, time management, and adaptability skills. Since the work environment was different from my academic background, I saw this internship as an opportunity to challenge myself, gain practical knowledge, and prepare for my future professional career. Overall, I considered Amnil Technologies to be a suitable organization for gaining real-world experience and developing both personal and professional skills.

1.4. Strategic Analysis of the Company

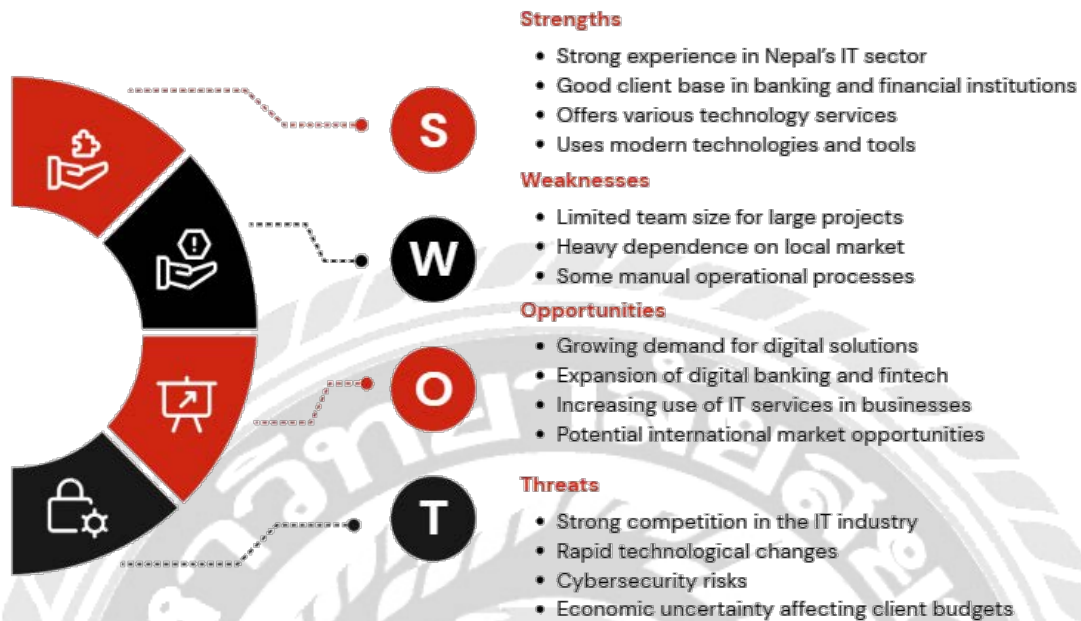


Fig 3: SWOT Analysis of Amnil Technologies Private Limited

Source: Kotler, P., Armstrong, G., & Opresnik, M. O. (2021). *Principles of marketing* (18th ed.). Pearson Education Limited.

Strengths

Amnil Technologies has established strong experience in Nepal's IT industry, particularly in working with banking and financial institutions. The company provides a wide range of technology services and solutions based on client requirements. Its use of modern technologies, professional documentation processes, and industry experience helps maintain a strong reputation in the market.

Weaknesses

The company has a relatively limited team size compared to larger IT organizations, which can create challenges while handling multiple large-scale projects simultaneously. In addition, some operational and documentation processes still depend on manual coordination, which may increase workload during busy project periods. The company's business activities are also mainly focused within the domestic market.

Opportunities

There is a growing demand for digital transformation and technology solutions in Nepal, especially within banking and financial sectors. The expansion of digital banking, fintech services, and online business operations creates new opportunities for IT companies like Amnil Technologies. The increasing adoption of technology across industries also provides opportunities for future growth and possible expansion into international markets.

Threats

The IT industry in Nepal is highly competitive, with both local and international companies competing for major projects and institutional clients. Rapid technological changes require continuous learning and adaptation to remain competitive in the market. In addition, cyber security risks and economic uncertainties may affect client budgets and overall investment in technology projects.

1.5. Porter's Five Forces Analysis of Amnil Technologies

1. Threat of New Entrants – Moderate to High

The IT industry in Nepal is growing rapidly, which creates opportunities for new companies to enter the market. Since technology businesses can be started with relatively lower investment compared to other industries, new competitors may emerge frequently. However, building trust and long-term relationships with banks and large organizations requires experience and credibility, which gives established companies like Amnil Technologies a competitive advantage.

2. Bargaining Power of Customers – High

Clients, especially banks and financial institutions, have strong bargaining power because they have multiple IT service providers to choose from. These organizations usually compare pricing, service quality, technical capability, and company experience before selecting a vendor. As a result, companies must maintain high standards in both service quality and professional documentation.

3. Bargaining Power of Suppliers – Moderate

The company depends on skilled technical employees, software tools, and technology resources to provide services. Since experienced IT professionals are in high demand in Nepal, retaining skilled employees can sometimes be challenging. However, there are

multiple technology tools and service providers available in the market, which reduces overall supplier dependency.

4. Threat of Substitute Services – Moderate

Businesses today have access to various alternative IT service providers, including freelancers, international outsourcing companies, and ready-made software solutions. Some organizations may choose these alternatives depending on their budget and requirements. Therefore, companies must continuously improve service quality and maintain strong client relationships to remain competitive.

5. Competitive Rivalry – High

Competition within Nepal's IT industry is strong, especially in areas such as banking solutions, software development, and digital services. Many local and international companies compete for similar projects and institutional clients. To remain competitive, Amnil Technologies must continue focusing on quality service, professional client communication, and timely project delivery.

Source: Kotler, P., Armstrong, G., & Opresnik, M. O. (2021). *Principles of marketing* (18th ed.). Pearson Education Limited.

1.6. Objectives of this Co-Operative Studies

This report documents my experience as a Documentation Intern at Amnil Technologies Private Limited as part of the Cooperative Education requirement at Siam University, Faculty of Business Administration. The internship started on 25 February and was carried out under the supervision of Mr. Sujan Shrestha, Chief Solutions Delivery Officer, in the Sales and Business Development department.

The main objectives of this Co-Op study are:

1. The internship provided an opportunity to apply knowledge gained from coursework in Business Communication, Principles of Management, Marketing, and Organizational Behaviour to real workplace activities at Amnil Technologies. Throughout the internship, I was involved in preparing professional emails, proposals, and quotations, as well as coordinating with different departments such as sales, finance, HR, and technical teams. These tasks helped me understand how effective communication and coordination play an important role in completing business

processes in a structured and timely manner. In addition, concepts from management and organizational behaviour were reflected in daily workplace activities such as teamwork, task distribution, time management, and adapting to the organizational workflow. The experience helped me bridge the gap between theoretical knowledge and practical application, allowing me to better understand how business operations are managed in a real corporate environment.

2. To understand the corporate bidding and tender process and its legal document requirements: A major goal was to learn how formal tenders work in Nepal's banking sector. This included understanding what documents are needed, such as Tax Clearance Certificates, Audited Reports, Bid Bonds, and Declaration Forms, and how they are compiled and submitted for evaluation.
3. To develop skills in interdepartmental coordination and document management: Preparing complete proposals required working closely with the IT, Finance, and HR teams. This helped me develop communication, organizational, and coordination skills that are important in any professional setting.
4. To contribute to the company's Sales and Business Development activities: I aimed to support the team by preparing high-quality documents for major clients including Global Bank Ltd, NMB Bank, Surya Nepal, NLIC, Siddhartha Bank, Kumari Bank, and Machhapuchchhre Bank, helping the company compete effectively in the market.

Chapter 2: Co-Op Study Activities

This chapter describes the activities carried out during the cooperative education internship at Amnil Technologies Private Limited. It covers the job description, key responsibilities, coordination with co-workers, the main work processes followed, and the contributions made as a co-op student. Together, these sections provide a detailed account of the day-to-day work experience and how it contributed to both personal development and the company's operational objectives.

2.1. My Job Description

During my internship at Amnil Technologies Private Limited, I served as a Documentation Intern in the Sales and Business Development department. My primary role was to assist the sales team in preparing, managing, and submitting documents related to proposals, Request for Proposals (RFPs), quotations, and formal bids for both private and institutional clients. I worked under the direct supervision of Mr. Sujan Shrestha, Chief Solutions Delivery Officer, who reviewed and approved all documents before submission.

My position required regular coordination with multiple internal departments including IT and Development, Finance, and Human Resources to gather technical, financial, and organizational information needed for complete and accurate documentation. I was also responsible for monitoring the company's official email for client communications, checking bank and institutional websites for new bidding or vendor listing notices, and maintaining organized records of all completed work in the company's Google Drive.

2.2. My Job Responsibilities

My key responsibilities as a Documentation Intern at Amnil Technologies were:

- **Proposal and Quotation Preparation:** I prepared commercial proposals and quotations for various clients. This involved collecting project timelines and technical details from the IT team, gathering developer rates from frontend developers, backend developers, QA engineers, and DevOps professionals, and compiling everything into a properly formatted document. Once finalized and confirmed with my supervisor, I submitted it to the client through the company's official sales email.
- **Formal Bid Preparation and Submission:** I supported the preparation of formal bids for institutional clients. On 25 March, I helped compile and manually submit a full bid to Machhapuchchhre Bank. This included printing and organizing all required documents such as Share Lagat, Article of Association, three years of Tax Clearance

Certificates and Audited Annual Reports, Registration Certificate, Team CVs, Declaration Form, Application Form, Bid Bond, Blacklisted Letter, Compliance Statement, Board Minute Resolution, and Local Authorized Letter.

- **Email Monitoring and Communication:** I regularly checked the company's official sales email for replies from clients or new inquiries. Whenever an important message arrived, I informed my supervisor and acted according to his instructions whether replying, forwarding internally, or preparing a relevant document.
- **Document Organization and File Management:** I maintained the company's Google Drive by organizing completed proposals, quotations, bid documents, and other work into proper folders for future reference and as proof of completed tasks.
- **Monitoring Bank Websites for Bidding Notices:** I regularly visited the websites of banks and financial institutions in Nepal to check for new notices related to website development bids, Expressions of Interest (EOI), or vendor listing opportunities. When I found a relevant notice, I informed my supervisor so the team could decide whether to respond.

2.3. Job Process Diagram

Below is a step-by-step breakdown of my main job processes and workflows:

1. Proposal and Quotation Preparation Workflow:

- Receive instruction from the supervisor to prepare a proposal or quotation for a client.
- Gather all required information, project timelines, technical details, and developer rates, from the supervisor or relevant team members as directed.
- Compile all information into the company's standard proposal or quotation format.
- Review the completed document with the supervisor and make any corrections or adjustments.
- Submit the finalized document to the client through the company's official sales email.

1. Proposal & quotation workflow



Fig 4: Proposal & quotation workflow

2. Formal Bid Submission Workflow:

- Identify a bidding opportunity through bank websites or supervisor instruction.
- Carefully review the bid requirements document to understand all required items.
- Coordinate with Finance and HR teams to collect all required financial and organizational documents.
- Compile the full set of documents: Share Lagat, Article of Association, Tax Clearance Certificates, Audited Annual Reports, Registration Certificate, Team CVs, Declaration Form, Application Form, Bid Bond, Blacklisted Letter, Compliance Statement, Board Minute Resolution, and Local Authorized Letter.
- Print and organize all documents according to the bid submission format specified by the client institution.
- Submit the bid manually to the institution before the specified deadline.
- File copies of all submitted documents in the company's Google Drive for future reference.



Fig 5: Formal bid submission workflow

3. Email Monitoring Workflow:

- Check the company's official sales email regularly throughout the working day.
- Identify any new client inquiries, replies to submitted documents, or other important messages.
- Report the content and nature of the message to the supervisor.
- Take appropriate action as instructed, reply, forward internally, or prepare a relevant supporting document

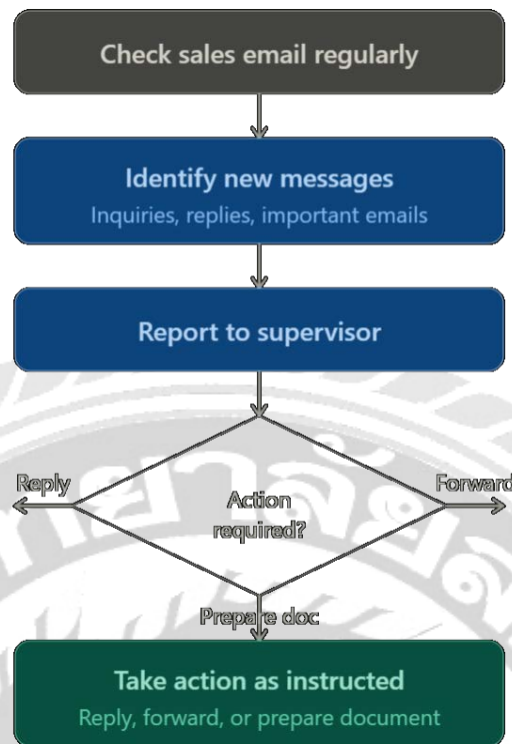


Fig 6: Email Monitoring

4. Bank Website Monitoring Workflow:

- Visit the official websites of banks and financial institutions in Nepal regularly.
- Check for new notices related to website development bids, EOI, or vendor listings.
- Report relevant findings to the supervisor for the team to review and act upon.
- Visit the official websites of banks and financial institutions in Nepal on a regular basis.
- Check for any new public notices related to website development tenders, EOI calls, or vendor listing opportunities.
- Report all relevant findings to the supervisor promptly so the team can evaluate and decide on a response.

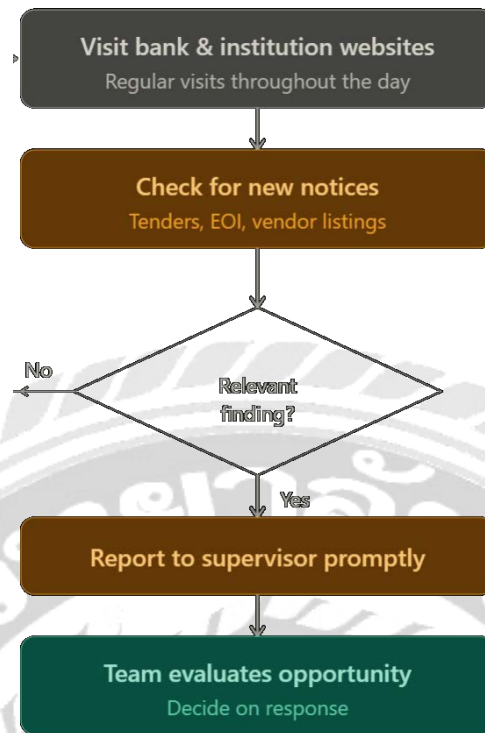


Fig 7: Bank website monitoring

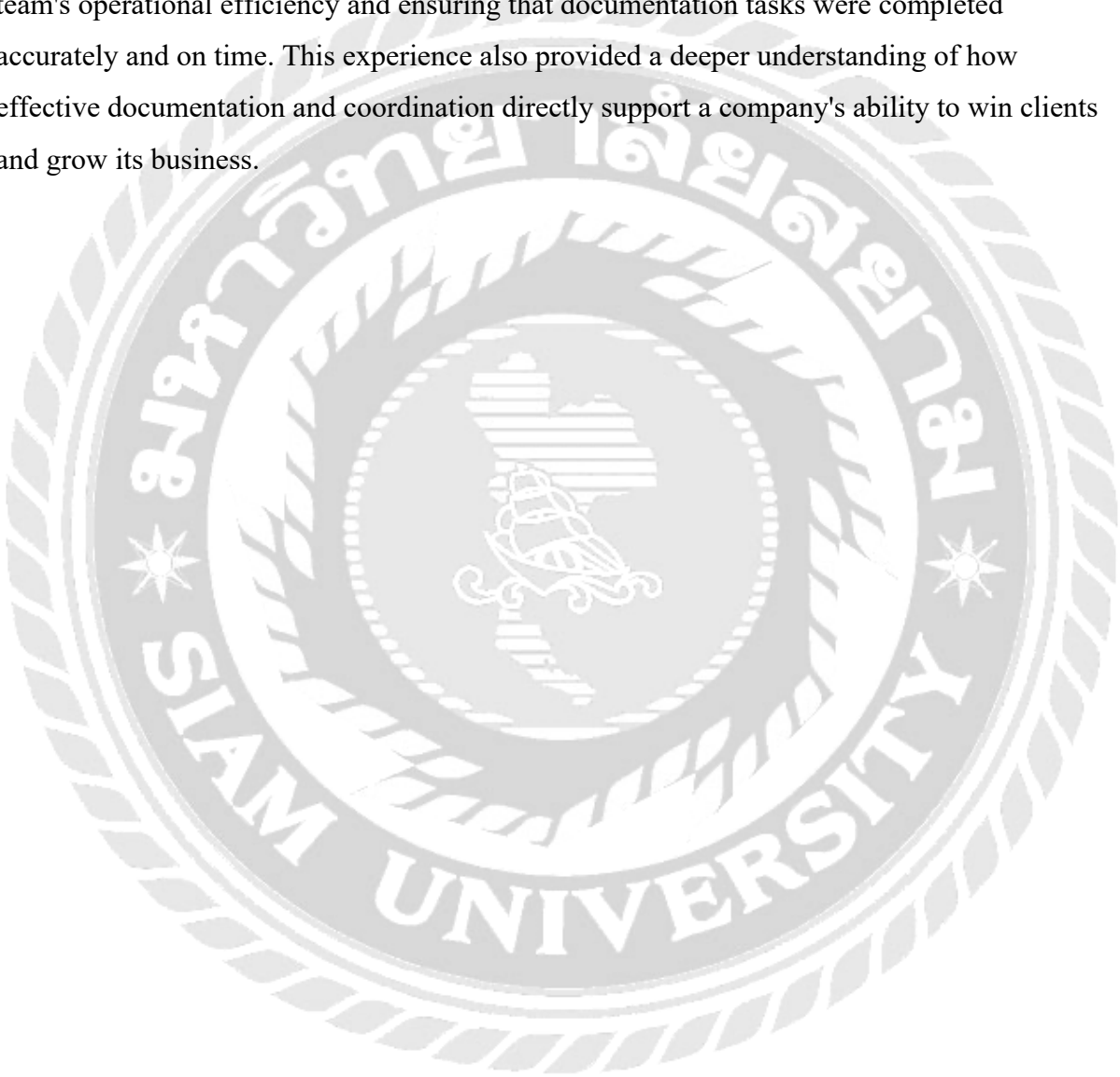
2.4. Contributions as a Co-Op Student in the Company

Although the role held during the internship was entry-level in nature, there were several meaningful contributions made to the work of the Sales and Business Development team at Amnil Technologies. The most consistent contribution was in the preparation of commercial proposals and quotations for a range of institutional clients. By preparing well-organized and professionally formatted documents for clients such as Global Bank Ltd, NMB Bank, Surya Nepal, Tisa Group, NLIC, Siddhartha Bank Ltd, Kumari Bank, and Ncell, the sales team was able to respond to client opportunities without diverting significant time away from other responsibilities.

The preparation and manual submission of the formal bid for Machhapuchchhre Bank was one of the most significant contributions during the internship. This task required careful coordination with multiple departments, meticulous document compilation, and strict attention to the bid requirements and submission deadline. Successfully completing this task demonstrated the ability to handle complex, multi-step documentation work with precision and responsibility.

Maintaining the company's Google Drive by organizing completed work into structured folders was another practical contribution that improved the accessibility and traceability of the team's documents. Regular monitoring of the company email and bank websites also helped the team stay aware of new client communications and procurement opportunities without placing extra burden on permanent staff members.

Overall, the contributions made during the internship were centered on supporting the team's operational efficiency and ensuring that documentation tasks were completed accurately and on time. This experience also provided a deeper understanding of how effective documentation and coordination directly support a company's ability to win clients and grow its business.



Chapter 3: Learning Process

This chapter reflects on the key learnings, skills developed, challenges encountered, and recommended solutions identified during the internship at Amnil Technologies. It also discusses how academic knowledge from the BBA (Marketing) program connected to real workplace tasks.

3.1. Key Learnings

1. Importance of Professional Documentation

One of the major learnings from my internship at Amnil Technologies was understanding the importance of professional documentation in business operations. While preparing proposals, quotations, and official documents for banks and organizations, I realized that documentation is not only administrative work but also represents the professionalism and credibility of the company. Proper formatting, accuracy, and clear presentation of information are important because these documents create the first impression for clients and organizations.

2. Learning about the Bidding Process

The internship provided practical exposure to the corporate bidding and proposal process followed by organizations and banks in Nepal. While assisting in bid preparation and proposal documentation, I learned how companies prepare and organize important documents such as tax clearance certificates, audited reports, declaration forms, compliance statements, and other required materials. This experience helped me understand the importance of coordination, attention to detail, and meeting deadlines in professional business environments.

3. Adapting to a Professional Work Environment

Another important learning experience was adapting to a professional corporate environment. Since I come from a non-technical academic background, understanding technical terms and workplace communication was initially challenging. However, over time, I learned the importance of asking questions, taking responsibility, managing time effectively, and adapting to organizational work culture. The internship also helped me improve my confidence, communication skills, and ability to work under pressure and tight deadlines.

4. Importance of Business Communication

The internship also helped me understand how business communication influences the way clients and organizations perceive a company. While working on proposals, quotations, and email communication, I observed that professional communication, organized documentation, and timely responses play an important role in maintaining the company's image and building trust with clients. This experience showed me the practical importance of communication and professionalism in business development activities

3.2. Skills Developed

1. Technical Skills

From a technical perspective, the internship at Amnil Technologies provided me with practical experience in business documentation, proposal preparation, and quotation management within the IT sector. I learned how professional proposals, quotations, and Request for Proposal (RFP) documents are prepared for banks and other organizations by collecting and organizing information from different departments such as finance, HR, IT, and development teams. This experience helped me understand the importance of document structure, formatting, accuracy, and professional presentation in business operations.

I also gained practical knowledge about the corporate bidding and tender process followed by organizations and financial institutions in Nepal. While assisting in bid preparation, I became familiar with important documents such as tax clearance certificates, audited reports, compliance statements, declaration forms, and bid-related documentation. In addition, I developed skills in handling official business emails, organizing company files in digital storage systems, and maintaining proper documentation for future reference and project records.

2. Soft Skills

On the soft skills side, the internship significantly improved my communication and coordination abilities. Since many tasks required collecting information from different departments and reporting to supervisors, I learned how to communicate professionally in a workplace environment and manage responsibilities more effectively. Working in a technical environment also improved my ability to adapt and learn unfamiliar concepts and terminology.

The internship further strengthened my time management and problem-solving skills, especially while handling multiple assignments and completing urgent tasks within limited

deadlines. Working independently during many stages of the internship helped me become more responsible, disciplined, and confident in managing tasks without continuous supervision. Overall, the experience enhanced both my professional and interpersonal skills and provided valuable exposure to real corporate work practices in the IT industry.

3.3. Problems Faced

While the internship was a valuable learning experience overall, several genuine challenges were encountered that are worth documenting honestly.

1. Communication in a Technical Work Environment

As a BBA Marketing student without a technical background, adapting to the IT work environment was initially challenging. Many discussions in the office included technical terms and concepts related to software development that I was not familiar with in the beginning. This sometimes made communication difficult while preparing proposals and coordinating information with technical teams. However, by asking questions, observing how others worked, and learning gradually through daily tasks, I became more comfortable with the terminology and improved my understanding over time.

2. Managing Workload and Deadlines

Another challenge during the internship was managing tasks within limited deadlines. There were times when the workload was lighter, but during proposal submissions and bidding periods, multiple tasks had to be completed within a short time. Adjusting to this changing workload was sometimes difficult, especially while handling several documents at once. This experience helped me improve my time management, task prioritization, and ability to work under pressure.

3. Adjusting to the Office Environment

Since this was one of my first experiences in a professional office environment, it took some time to adjust to the workplace culture and communication style. Most interactions in the office were work-focused, and initially I was not very confident communicating with seniors and technical staff. Over time, I gradually became more comfortable in the environment and learned the importance of professional communication, workplace discipline, and adapting to different working styles.

4. Balancing Work Responsibilities

There were also situations where urgent tasks and proposal-related work required additional time and attention, including occasional work beyond regular office hours. Managing these responsibilities was sometimes challenging, but it gave me practical exposure to the expectations and responsibilities of a professional work environment.

3.4. Proposed Solutions

- **Improving Communication between Technical and Non-Technical Teams**

Since employees from different academic and professional backgrounds work together within the organization, clearer communication between technical and non-technical team members could further improve coordination and understanding. Using simpler explanations during task briefings or providing brief guidance when assigning technical tasks could help interns and new employees adapt more comfortably to the work environment.

- **Improving Task Planning During Busy Periods**

During proposal submissions and bidding periods, workloads can increase significantly within a short time. Better task planning and early distribution of assignments whenever possible could help reduce pressure during urgent deadlines and allow team members to manage responsibilities more efficiently.

- **Strengthening Guidance for New Interns**

Providing regular check-ins or brief guidance sessions for interns during the early stages of the internship could help them adjust more quickly to the company's workflow and expectations. This may also improve confidence, communication, and overall productivity in the workplace.

3.5. Recommendations to the Company

Based on my internship experience at Amnil Technologies, a few recommendations can be made to improve the overall documentation process, coordination between teams, and efficiency in proposal and quotation preparation.

1. A structured onboarding session at the beginning of the internship would help new interns understand company processes, tools, and overall workflows more effectively. An initial orientation covering basic procedures, documentation standards, and work expectations would allow interns to adapt more quickly and contribute productively from the early stage of their internship.

2. Assigning a mentor or a designated point of contact for interns would make the working environment more supportive and accessible. Having someone available for guidance and clarification would encourage interns to ask questions more confidently and help them integrate into the workplace in a smoother and more comfortable manner.
3. Regular feedback sessions between supervisors and interns, such as short weekly check-ins, would be beneficial in tracking progress and improving performance. These sessions would provide interns with timely guidance, help identify areas for improvement, and ensure that learning objectives are being achieved throughout the internship period.
4. Clearly defining roles, responsibilities, and overall expectations at the beginning of the internship would help avoid confusion and improve task management. This would allow interns to better understand their duties, manage their time effectively, and perform their responsibilities with greater clarity and confidence.

3.6. Application of Academic Knowledge

During my internship at Amnil Technologies, I was able to apply several academic theories and concepts from marketing and business studies in a real workplace setting. Philip Kotler's concept of marketing as the process of creating, communicating, and delivering customer value was highly relevant to my internship experience. My work in proposal and quotation preparation helped present Amnil's services clearly to institutional clients by organizing technical details, pricing information, timelines, and company capabilities in a professional format. This helped me understand that value in a B2B technology company is not communicated only through advertising, but also through accurate documents, clear service presentation, and professional communication.

The concept of B2B marketing was also applicable because Amnil Technologies works with banks, companies, and organizations that evaluate vendors based on reliability, technical capability, compliance, documentation, cost, experience, and trust. Unlike consumer marketing, where emotional appeal and mass promotion may be more visible, B2B marketing requires detailed information, professional credibility, and long-term relationship building. Through my involvement in proposals, quotations, RFP documents, and formal bid preparation, I learned how institutional clients assess a company before making business decisions.

Kotler's STP theory, which includes segmentation, targeting, and positioning, was reflected in the way different client segments required different types of communication and proposal content. For example, banking and financial institutions required more formal, compliance-focused, and technical documentation, while other business clients required proposals based on their specific digital service needs. This helped me understand that a company must adjust its communication and positioning according to the client's sector, expectations, and project requirements.

The marketing mix was also visible during my internship. Amnil's customized digital solutions represented the product, quotations and developer rates represented pricing, service delivery to clients represented place, and proposals, emails, company profiles, and formal documents represented promotion. My work was especially connected to price and promotion because I helped prepare quotations and proposal documents that communicated Amnil's offerings to potential and existing clients in a structured and professional way.

In addition, concepts such as relationship marketing, customer relationship management, service marketing, organizational behaviour, time management, and workflow management were applied throughout my internship. Relationship marketing and CRM were reflected through email monitoring, client communication support, and maintaining organized records for future follow-up. Service marketing was applicable because Amnil provides intangible technology services, meaning clients rely heavily on proposals, company experience, compliance documents, and professional communication to evaluate the company's capability. Organizational behaviour was applied through coordination with the Sales, IT and Development, Finance, and HR teams. Time management and workflow management were also important because proposal and bid submissions had deadlines and required a systematic process.

Overall, the internship helped me understand that in a B2B technology company, marketing is not limited to promotion or advertising. It also includes understanding client needs, preparing credible business documents, communicating value clearly, coordinating with internal teams, supporting the sales process, and building long-term trust through professional communication. This experience helped me connect academic marketing theories with practical business development activities at Amnil Technologies.

Chapter 4: Conclusion

4.1. Summary of Highlights of My Co-Op Studies at Amnil Technologies

My cooperative education internship at Amnil Technologies was a valuable learning experience that gave me practical exposure to the working environment of an IT company. During the internship, I was involved in proposal preparation, quotation management, documentation handling, and coordination with different departments. This experience helped me understand how business operations and client-related tasks are managed in a professional organization.

One of the main highlights of my internship was preparing proposals, quotations, and bid-related documents for different organizations and financial institutions including Global Bank Ltd., NMB Bank, Surya Nepal, Tisa Group, NLIC, Siddhartha Bank Ltd., Kumari Bank, Ncell, Nabil Bank, and Machhapuchchhre Bank. Through these tasks, I learned the importance of proper documentation, professional presentation, and accuracy while preparing business documents for clients.

Preparing bid documentation for banks was one of the most important learning experiences during the internship. It helped me understand the process of collecting and organizing important documents such as tax clearance certificates, audited reports, compliance statements, declaration forms, and other required materials for bidding purposes. This experience also improved my coordination and organizational skills.

Apart from documentation work, I was also responsible for monitoring official emails, organizing company files in Google Drive, and checking bank websites for bidding notices and project opportunities. These responsibilities helped me improve my communication, time management, and workplace adaptability skills.

Overall, the internship provided meaningful practical exposure and helped me develop both professional and personal skills. It also gave me a better understanding of business communication, teamwork, and the professional work culture within the IT industry.

4.2. My Evaluation of the Work Experience

Overall, my internship at Amnil Technologies was a valuable and practical learning experience. Being involved in real business tasks such as proposal preparation, quotation management, and bid documentation helped me gain practical knowledge that cannot be fully

learned through classroom study. The internship gave me a better understanding of how professional business operations are managed in an IT company.

The guidance and support provided by my supervisor, Mr. Sujan Shrestha, played an important role in helping me understand my responsibilities and improve my work throughout the internship period. Working under experienced professionals also gave me exposure to real workplace expectations and professional standards.

At the same time, the internship involved certain challenges, especially adjusting to a technical work environment as a student from a non-technical background. Managing tasks during busy periods and adapting to workplace communication also required continuous learning and flexibility. However, these experiences helped me improve my adaptability, confidence, communication skills, and ability to work under pressure.

Overall, the internship was a meaningful experience that contributed positively to both my professional and personal development and provided valuable exposure to the corporate working environment.

4.3. Limitations of the Co-Op Studies

Although the internship at Amnil Technologies was a valuable learning experience, there were some limitations during the internship period. Since the placement duration was limited, there was less opportunity to fully understand long-term project workflows and client follow-up processes within the organization.

Most of my responsibilities were focused on proposal preparation, quotations, bid documentation, and coordination with different departments. Because of this, my exposure was mainly limited to documentation and business support activities. Greater involvement in client communication, project discussions, and different operational processes could have provided a broader understanding of how different business functions are managed within the company.

In addition, adjusting to a technical working environment as a student from a non-technical background required time. While this became easier over time, additional guidance regarding technical terminology and workflows during the early stage of the internship could have further improved the learning experience.

Despite these limitations, the internship still provided meaningful practical exposure and helped me develop important professional, organizational, and communication skills.

4.4. Recommendations for the Company

Based on my internship experience at Amnil Technologies, a few suggestions can be recommended to further improve the internship experience and overall workflow efficiency within the organization.

Providing a structured orientation program for new interns at the beginning of the internship could help them understand the company's workflow, documentation process, and commonly used tools more effectively. This would help interns adapt more comfortably and contribute more efficiently from the early stages of their placement.

Assigning a mentor or a designated point of contact for interns could also create a more supportive working environment. Having someone available for guidance and clarification would encourage interns to communicate more openly and improve their confidence while handling assigned tasks.

Regular feedback and short progress discussions between supervisors and interns could further improve the learning experience. These sessions would help interns understand expectations more clearly, identify areas for improvement, and maintain better coordination throughout the internship period.

In addition, maintaining organized systems for proposal tracking and document management could further improve efficiency during proposal preparation and bidding periods. Clear communication regarding internship responsibilities and work expectations from the beginning would also help interns manage their tasks more effectively and maintain better work coordination.

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Kotler, P., Armstrong, G., & Opresnik, M. O. (2021). *Principles of marketing* (18th ed.).
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Appendices

Week 1 (25 Feb – 28 Feb)			
Day 1	25/02	Wednesday	Orientation: introduced to the team, company workflow, and the Sales and Business Development department; reviewed the company's service portfolio
Day 2	26/02	Thursday	Set up access to company email and Google Drive; reviewed existing proposal and quotation templates
Day 3	27/02	Friday	Reviewed past RFP documents to understand company formatting standards and submission process
Week 2 (3 Mar – 7 Mar)			
Day 1	03/03	Monday	Organized existing files in Google Drive; checked company email for new client communications
<i>Day 2</i>	<i>04/03</i>	<i>Tuesday</i>	<i>NEPAL ELECTION – PUBLIC HOLIDAY</i>
<i>Day 3</i>	<i>05/03</i>	<i>Wednesday</i>	<i>NEPAL ELECTION – PUBLIC HOLIDAY</i>
<i>Day 4</i>	<i>06/03</i>	<i>Thursday</i>	<i>NEPAL ELECTION – PUBLIC HOLIDAY</i>
Day 5	07/03	Friday	Started preparation of Global Bank Ltd proposal; received content and requirements from supervisor
Week 3 (10 Mar – 14 Mar)			
Day 1	10/03	Monday	Formatted and finalized Global Bank Ltd proposal; submitted through company email after supervisor approval
Day 2	11/03	Tuesday	Began NMB Bank proposal; organized content into proposal

			template
Day 3	12/03	Wednesday	Finalized NMB Bank proposal; submitted through company sales email; monitored email for replies
Day 4	13/03	Thursday	Prepared quotation for Surya Nepal; formatted developer rates and timelines into quotation template
Day 5	14/03	Friday	Finalized Surya Nepal quotation; organized completed documents in Google Drive
Week 4 (17 Mar – 21 Mar)			
Day 1	17/03	Monday	Started RFP response for Tisa Group; carefully reviewed client requirements document
Day 2	18/03	Tuesday	Continued Tisa Group RFP; formatted technical and organizational sections per client requirements
Day 3	19/03	Wednesday	Finalized Tisa Group RFP response; submitted to supervisor for review and approval
Day 4	20/03	Thursday	Prepared proposal for National Life Insurance Company (NLIC); formatted content provided by supervisor
Day 5	21/03	Friday	Finalized and submitted NLIC proposal; checked bank websites for new notices and EOI
Week 5 (24 Mar – 28 Mar)			
Day 1	24/03	Monday	Prepared Siddhartha Bank Ltd proposal; formatted content and confirmed with supervisor before submission
Day 2	25/03	Tuesday	Machhapuchchhre Bank Bid Submission: Compiled, printed,

			and organized all required bid documents
Day 3	26/03	Wednesday	Filed all Machhapuchchhre Bank bid documents in Google Drive; finalized and submitted Siddhartha Bank Ltd proposal
Day 4	27/03	Thursday	Began Kumari Bank proposal; formatted content into company proposal template
Day 5	28/03	Friday	Finalized Kumari Bank proposal; submitted through company email after supervisor confirmation
Week 6 (31 Mar – 4 Apr)			
Day 1	31/03	Monday	Checked company email for client responses; visited bank websites for new bidding, EOI, or vendor listing notices
Day 2	01/04	Tuesday	Organized completed proposal and quotation files in Google Drive under correct folder structure
Day 3	02/04	Wednesday	Continued bank website monitoring for procurement notices; reported relevant findings to supervisor
Day 4	03/04	Thursday	Checked company email for client inquiries and replies; forwarded messages to supervisor and acted on instructions
Day 5	04/04	Friday	Reviewed and updated document naming and folder structure in Google Drive for consistency
Week 7 (7 Apr – 11 Apr)			
Day 1	07/04	Monday	Began preparation of Ncell quotation; received project scope and requirements from supervisor
Day 2	08/04	Tuesday	Gathered estimated project timelines and developer rates for

			frontend, backend, QA, and DevOps as instructed by supervisor
Day 3	09/04	Wednesday	Formatted all collected information into Ncell quotation document using company template
Day 4	10/04	Thursday	Reviewed Ncell quotation with supervisor; made corrections and adjustments as instructed
Day 5	11/04	Friday	Finalized and submitted Ncell quotation through company email after supervisor confirmation
Week 8 (14 Apr – 18 Apr)			
<i>Day 1</i>	<i>14/04</i>	<i>Monday</i>	<i>NEPALI NEW YEAR (Naya Barsha) – PUBLIC HOLIDAY</i>
<i>Day 2</i>	<i>15/04</i>	<i>Tuesday</i>	<i>MEDICAL LEAVE</i>
<i>Day 3</i>	<i>16/04</i>	<i>Wednesday</i>	<i>MEDICAL LEAVE</i>
<i>Day 4</i>	<i>17/04</i>	<i>Thursday</i>	<i>MEDICAL LEAVE</i>
<i>Day 5</i>	<i>18/04</i>	<i>Friday</i>	<i>MEDICAL LEAVE</i>
Week 9 (21 Apr – 25 Apr)			
<i>Day 1</i>	<i>21/04</i>	<i>Monday</i>	<i>MEDICAL LEAVE</i>
<i>Day 2</i>	<i>22/04</i>	<i>Tuesday</i>	<i>MEDICAL LEAVE</i>
Day 3	23/04	Wednesday	Returned from medical leave; reviewed missed emails and updated Google Drive with pending files
Day 4	24/04	Thursday	Checked bank websites for new bidding notices and EOI;

			reported findings to supervisor
Day 5	25/04	Friday	Organized documents in Google Drive; monitored company email and acted on instructions from supervisor
Week 10 (28 Apr – 2 May)			
Day 1	28/04	Monday	Checked company email for new client inquiries and replies; reported relevant messages to supervisor
Day 2	29/04	Tuesday	Visited bank and financial institution websites for new bidding, EOI, or vendor listing notices; informed supervisor of findings
Day 3	30/04	Wednesday	Began preparation of Nabil Bank technical proposal for bidding; received requirements and content from supervisor
Day 4	01/05	Thursday	Continued formatting Nabil Bank technical proposal; organized all sections as per bid requirements
Day 5	02/05	Friday	Reviewed Nabil Bank technical proposal draft with supervisor; made corrections as instructed
Week 11 (5 May – 9 May)			
Day 1	05/05	Monday	Continued finalizing Nabil Bank technical proposal; formatted remaining sections and checked document for accuracy
Day 2	06/05	Tuesday	Started arranging and compiling all supporting documents required for the Nabil Bank bid submission
Day 3	07/05	Wednesday	Continued organizing Nabil Bank bid documents; coordinated with Finance and HR teams to collect required documents as instructed

Day 4	08/05	Thursday	Completed compilation of all Nabil Bank bid documents; organized in required submission format and filed in Google Drive
Day 5	09/05	Friday	Checked company email for client replies; visited bank websites for new procurement notices and reported to supervisor
Week 12 (12 May – 16 May)			
Day 1	12/05	Monday	Began preparation of first Global IME Bank proposal (website update); received requirements from supervisor
Day 2	13/05	Tuesday	Formatted Global IME Bank proposal content into company template; organized all sections clearly
Day 3	14/05	Wednesday	Reviewed first Global IME Bank proposal with supervisor; made adjustments as instructed; submitted through company email
Day 4	15/05	Thursday	Began preparation of second Global IME Bank proposal; received updated requirements and content from supervisor
Day 5	16/05	Friday	Formatted and finalized second Global IME Bank proposal; reviewed with supervisor and submitted through company email
Week 13 (19 May – 22 May)			
Day 1	19/05	Monday	Checked company email for replies and inquiries; visited bank websites for new procurement notices; organized Google Drive
Day 2	20/05	Tuesday	Monitored company email and bank websites; filed completed

			documents in Google Drive; reported findings to supervisor
Day 3	21/05	Wednesday	Checked email and bank websites for new notices; organized and updated Google Drive folders
Day 4	22/05	Thursday	Final day update: reviewed all ongoing tasks; updated Google Drive with all remaining documents; checked email for pending replies
Day 1	23/05	Friday	Checked company email for client replies; visited bank websites for new bidding and EOI notices
Week 14 (23 May – 30 May)			
Day 2	26/05	Monday	Began preparation of quotation for GIBL; received requirements and content from supervisor
Day 3	27/05	Tuesday	Continued formatting GIBL quotation; organized rates and project details into company template
Day 4	28/05	Wednesday	Reviewed GIBL quotation with supervisor; made corrections as instructed
Day 5	29/05	Thursday	Finalized GIBL quotation; submitted through company email after supervisor confirmation
Day 6	30/05	Friday	Checked company email and bank websites for new notices; updated Google Drive with completed files
Week 15 (2 Jun – 6 Jun)			
Day 1	02/06	Monday	Monitored company email for client inquiries and replies; reported relevant messages to supervisor

Day 2	03/06	Tuesday	Began reworking Amnil Technologies' company profile presentation (PPT); reviewed existing slides and identified areas for improvement in layout and design
Day 3	04/06	Wednesday	Continued reworking company profile PPT; improved slide formatting, structure, and visual presentation of company services and achievements
Day 4	05/06	Thursday	Reviewed Amnil Technologies' company website to understand the layout, services, and content presentation developed by the company
Day 5	06/06	Friday	Continued reviewing Amnil Technologies' website pages and content structure; finalized updated company profile PPT and shared with supervisor for review
Week 16 (9 Jun – 13 Jun)			
Day 1	09/06	Monday	Checked company email for client responses; monitored bank websites for new procurement notices
Day 2	10/06	Tuesday	Reviewed and organized completed documents in Google Drive; ensured all folders were correctly labeled and updated
Day 3	11/06	Wednesday	Visited bank websites for new bidding, EOI, and vendor listing opportunities; reported findings to supervisor
Day 4	12/06	Thursday	Checked company email for new inquiries; forwarded relevant messages to supervisor and acted on instructions
Day 5	13/06	Friday	Monitored bank websites and company email; updated Google Drive with any new completed files

Week 17 (16 Jun – 17 Jun)			
Day 1	16/06	Monday	Checked company email for replies and inquiries; visited bank websites for new procurement notices
Day 2	17/06	Tuesday	Final day update: reviewed all completed work in Google Drive; checked company email for pending replies; concluded internship tasks

Notes: Weekly holiday Saturday & Sunday

Table 2: Work log table

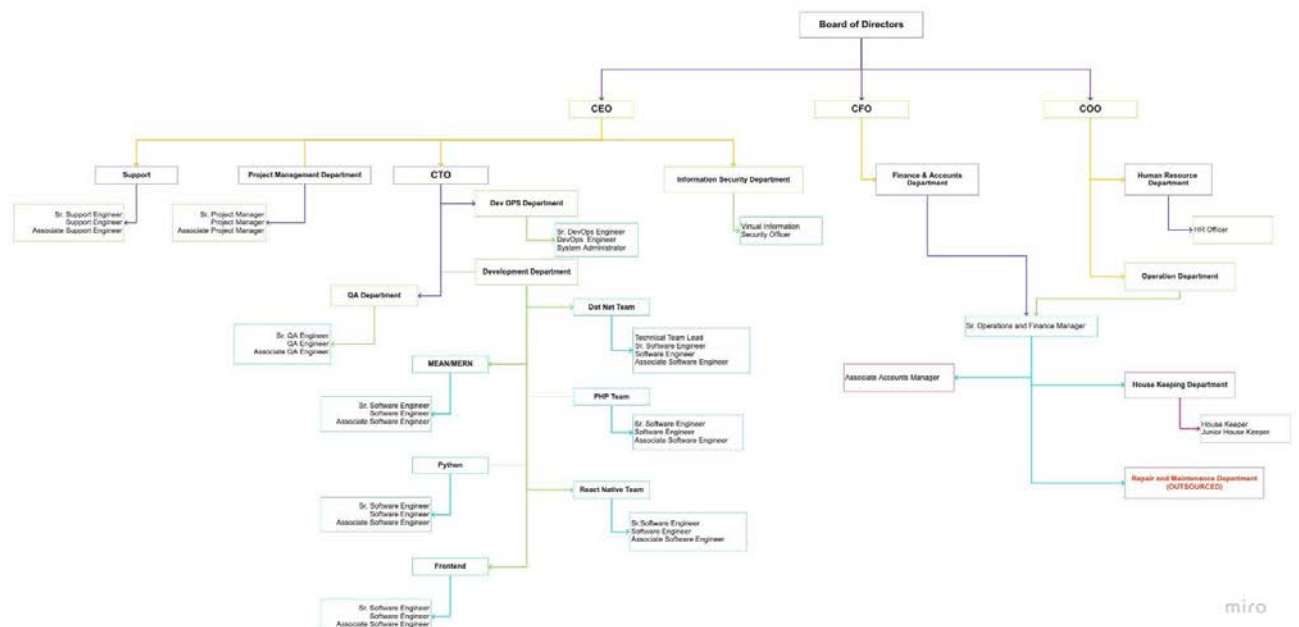


Fig 8: Amnil Technologies Organization Structure

Photo Gallery



Fig 9: My working desk at Amnil



Fig 10: My working desk at Amnil



Fig 11: Fellow Interns at Amnil



Fig 12: Amnil Team Members



Fig 13: Cooperative Internship Presentation