Atanas Apostolov
TechnoLogica
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Internship report

I spent this summer interning at TechnoLogica, Bulgaria's largest software company. TechnoLogica develops products, which are targeted at major industry, retail and corporate clients. The services provided by the company range from Customer Relationship Management (CRM) to Outsourcing, IT training and Enterprise Resource Planning (ERP). I worked with the consultant team in the Human Resources Management (HRM) department and learned about the essential tools necessary for effective automation of processes and procedures related to an organization.

TechnoLogica is a key player in the Bulgarian HRM market because of the innovative solutions it designs. The company is a complete supplier to its clients which means it not only implements but also creates a personalized product, tailored to the specific needs of Bulgarian clients. The competitive advantage over its two big rivals – Oracle and Microsoft – is evident in TechnoLogica's flexible customization kit which enhances business performance and increases productivity.

During the first week of my internship I completed an accelerated training with HeRMeS – TechnoLogica's human resources management system – which focuses on management of shifts and career development, as well as administration of

employees, payroll and planning of absences. My training started with basic interface

concepts and operational modules such as personnel and work schedules. Afterwards, I

moved on to requesting paid and unpaid leaves and learned how to synchronize information

provided by the employee (about a scheduled absence, for instance) with the already

established pattern of the organizational structure. As a consultant intern, I ensured the

allotted days for leave are properly accounted for. Additionally, the personnel module acquainted me with det

Another important aspect of working with the software was the functionalities report which accessed database

professional experience among the most common) to narrow down the available information

After the initial immersion into the field of Human Resource Planning, I was assigned to a senior consultant

HeRMeS at the Bulgarian affiliate of one of Europe's largest retailers – Kaven Orbico. I

attended the meetings between TechnoLogica and Kaven Orbico and gained valuable

experience in analyzing the goals of the client and deciding which IT solutions fit best with

those goals. Moreover, I participated in negotiating the provisions of the contract, which

describe the modules

One of my main

responsibilities in the

Kaven Orbico project was

drafting protocols which

listed every step of the

implementation project. I

emphasized the tools

TechnoLogica could offer –

a platform that holds

together bank exports of

equested by the client.

salaries, accounting, insurance and cost centers. These innovations improved the business

processes of the affiliate because before contacting TechnoLogica, Kaven Orbico's HR

department relied solely on Excel to keep track of internal processes. This approach is

inefficient and time consuming since inadequately recording absences or administering

payroll could potentially lead to data corruption at massive scale. Utilizing the information of

several hundred employees is a daunting task for big companies and integrating a fully-

automated system to handle the development of business models reduces the risk of mismanaging data. Furth

to crafting protocols, I also designed templates. Templates are necessary for registering a variety of document

warnings, promotions and salary increase letters. Instead of crafting an individual

termination contract, for example, HeRMeS provides a basic document which can be

personalized. I outlined labor contracts and incentive distributions. Different parameters in the

system access employee information and provide it in the document automatically. I was

responsible for deciding how parameters are linked to the personal and job-related

information drafted in the

contract, as well as

including employer representative information. After designing the templates I had to import them in the syst

As an HR consultant intern I was exposed to the infrastructure that propels the processes within a company. V

large organizations have to

embrace information

systems as a means to

optimize their internal

organization. Being part of

project management, I

gained hands-on decision-

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making and negotiating experience while simultaneously learning about organizational

structure through the hierarchical functionality of HeRMeS. Additionally, working along seasoned profession

realized the importance of teamwork. One of the greatest benefits for me was analytically

interpreting extensive amounts of data. By performing functionality checks and operating the

Salary, Personnel and Absences modules of the system, I ensured the software provides optimal solutions for

learning process was the initial adaptation to the HR management system. I had to delve in the software's spe

which I had to use in the templates so I had to do research on my own. Therefore, I had to

master the trial-and-error method and learn not to be easily discouraged by failures. After

working closely with my consultant mentors, however, I moved past the frustration. With the

help of my coworkers I came to the realization that in order to be a successful consultant, I

have to be technically knowledgeable but also willing to take risks and leave my comfort zone. By accepting

Reflecting back on my experience at TechnoLogica, I am grateful for the exceptional opportunity to

navigate through the field of HR planning. Managing organizational hierarchies as well as

building the foundation for

hiring employees,

distributing incentives and

overseeing restructuring

reforms within a company hel   oyed