

Let's Talk Business

For Ted Rogers School Students

These reports describe industry sectors and career paths of interest to Ted Rogers School students and alumni. Each report leverages BCH employment data and the expertise of our staff. This collaborative effort engages staff, students, alumni and the University Business Librarian.

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A Day in the Life of an Project Manager Intern

We connected with Lamia Tasnim, a Business Technology Management student at TRSM, who just completed a Co-op Work Term at [SOTI as a Project Manager Intern](#). She has previously worked as a *Projects & Programs Assistant* at Toronto Metropolitan University's Zone Learning.

In this report, we dive into her experience in the Technology sector as she showcases her experience at SOTI, an industry leader in creating innovative solutions that reduce the cost and complexity of business-critical mobility.

Want to learn more about career opportunities at SOTI? Click [here](#).



Q: What did you do on a "day-to-day" basis as a Project Manager Intern?

A: My day-to-day activities varied depending on the projects I was in charge of. As a Project Manager Intern in the Global Sales Effectiveness team, most of my activities included planning, executing and tracking the progress of projects, end-to-end, ensuring all project requirements were being met. I utilized various tech tools such as Asana, Microsoft Excel, Microsoft Suite, SharePoint, Salesforce, Docebo (Learning Management tool), to run multiple global programs, in parallel. I also took part in various cross-functional projects that allowed me to communicate with multiple stakeholders and collaborate with other teams within the company, such as Sales, Marketing, and Global Training. This helped me enhance my teamwork, problem-solving, organization and professional communication skills. Lastly, I was responsible for all scheduling and communication from the shared global mailbox, in addition to planning, budgeting and managing all in-person internal events.



Q: What software or technical skills did you use in your role?

A: I used Microsoft Excel, Salesforce (opportunity management + reporting), Asana (project management skills), BI Reporting, and had a basic knowledge of LMS. Most of these can skills I learned in the role. However, soft skills played a more significant role in this position - specifically, communication, time management, leadership, conflict resolution, and collaboration skills were key assets.

Q: What advice would you give to other TRSM students?

A: My greatest advice would be to participate in leadership activities and gain any experience, regardless of whether it is relevant to the role you aim to apply for.

Every experience is meaningful as it helps you better prepare for positions you apply for, especially those related to working in teams, meeting deadlines, and communicate with internal and external stakeholders.

It might be difficult to take the initiative initially, but once you start, I assure you that the rest flows on its own. My other advice would be to take courses and electives that will be beneficial for the career you choose. The academic knowledge might be a bit boring in class, but once you understand the importance of it in real life, you will find it very helpful.

[Check Ted Rogers Student Society!](#)



[Women in Information Technology Management \(WITM\)](#)



[Information Technology Management Students' Association \(ITMSA\)](#)



TRCSA

[Ted Rogers Co-op Students' Association \(TRCSA\)](#)

Q: Are there any courses from your Undergrad that stood out to you or that you found extremely helpful?

A: To start, [ITM750 \(IS Project Management\)](#) has provided me with the appropriate knowledge regarding the understanding of tools and techniques of project management as it applies to IT-enabled process improvement projects. This course was extremely helpful as it prepared me to successfully plan and execute projects during my Project Management Internship.

Other than that, [ITM500 \(Data and Information Management\)](#) gave me a high-level understanding of core concepts in data and information management. It taught me data modelling techniques, basic data administration tasks and critical concepts of data quality and data security. All this academic knowledge was very useful during my internships and better prepared me for my professional journey.

I was also very fortunate to have supportive Professors who were always there to answer my questions and clear any doubts.

Q: Is there any help you received from the Business Career Hub team?

A: The BCH has been extremely helpful in my career journey as they allowed me to attend events to engage in networking, as well as enhance my skills in my interested domains.

I've learned so much from Bootcamps as they were very practical and allowed me to learn and apply my knowledge and get certified. The skills I've gained have allowed me to stand out from the crowd, and I highly recommend everyone to keep an eye out for the BCH emails at all times, as the tickets run out fast!

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Staff Contributor

Sarah August Devlin

Sarah is a Co-op Coordinator with 7+ years of experience in the human resource, recruitment, and career services industry. She is passionate about helping students communicate their value using a strengths-based approach to land meaningful work.



Student Contributor

Yike Cheng

Yike is a fourth-year Hospitality and Tourism Management Co-op student and worked as a Project Coordinator for the Business Career Hub. She is passionate about sharing her experiences and developing a career in project management.