

To whomsoever It may concern,

This is to state that Ms. Mousam Nagada has interned with InnerHour from January 2019 to April 2019.

InnerHour is a technology-enabled platform committed to promoting emotional and psychological health and well-being. We aim to empower individuals (independently, or as part of corporates, schools and colleges) to lead happier, healthier and more productive lives.

During her tenure, Mousam interacted with clients on our digital platform. As part of this task, she not only provided technical assistance to help clients connect to therapists, but also offered emotional support to those in distress.

Mousam has been a very flexible and accommodating team member. Her pleasant attitude and strong commitment to her work make her a desirable candidate for any team and/or institution.

We strongly believe that she will be a valuable asset wherever she might wish to be. We wish her all the best for future endeavours.

Regards,

A handwritten signature in black ink, appearing to read "Alisha Kalidhar".

Alisha Kalidhar
Head of Content,
InnerHour



INTERNSHIP REPORT

I worked at the InnerHour in my SYBA. It which is an online counseling company wherein the counselors give online therapies to their clients.

My task was to act as an intermediate between the client and the counselors. We were given certain time slots and we had to attend to the queries of the people who visited the website or the application of InnerHour. If they wanted a therapy we had to book sessions for them. Apart from that, we could also help them in the minimal ways as possible through certain framework of guidelines given to us. Basically our job was to make them understand that mental issues can be healed even through online counseling (call/text/video chat) and get a session booked for them if they wish to go ahead with it.

Before starting it independently, we were trained as interns for a week. Skills like probing, leading, questioning and showing empathy when required got rehearsed on an online platform which is completely different from what happens in reality. Sometimes it gets difficult to deal with the clients virtually but over a period of time I did learn what to do in such situations. In many cases, there were people coming up with fraud issues and we were taught how to identify them in our training. Few of them had suicidal tendencies and we were instructed with guidelines on how to go about with them. Being a mediator, you cannot do the counseling but you can definitely talk to them and suggest the best possible ways. The age group varied from teenagers to elders. If the elders are not well equipped with the technology we as mediators take a lead in helping them out with payment process and guiding them through the application. It not just built up my patience levels but made me more sensitive and empathetic as a person.

For me, it was a unique experience and first of its kind. Online counseling is emerging and I was fortunate enough to get an on hand experience on it. It helped me to practice few of the the skills which I am currently learning in my counseling lectures.

A handwritten signature in red ink, appearing to read 'R. R. Jain', is written in the bottom right corner of the page. The signature is stylized and includes a long horizontal stroke extending to the right.

Date: 31st May 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Mousam Nagda** underwent an Internship with us from 15th April, 2019 to 31st May, 2019. She worked under the mentorship of **Mr. Rajarshi Basu - Sr. Manager - Human Resource** and **Mr. Pradeesh Kumar – Sr. Manager - Talent Acquisition**. She completed a project on Psychometrics Assessments & also prepared a survey questionnaire on Mental wellbeing of the Employees.

We found her to be a motivated, duty bound and hardworking individual.

She worked sincerely on her assignments and her performance was good.

We wish her success in all her future endeavours.

Yours Sincerely,
For MRCC IT Solutions Pvt. Ltd.

Rajarshi Basu

Rajarshi Basu

Sr. Manager

Human Resource

*Wish you the very best
Good Luck!
Regards,
Rishi Basu.*

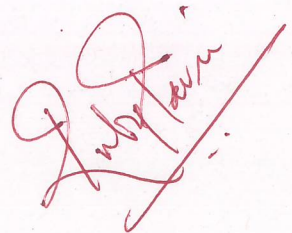
INTERNSHIP REPORT

I worked at the NetVidya MRCC solutions for two months in the summer break of 2019. I worked in the HR department. My job first started with the observation part wherein I learnt the dynamics of the work culture and the different job roles in the organization which were related to IT. The company is an IT consultancy wherein there are different groups working for different projects.

Within HR, there were two parts- Recruitment and Management. I worked in both the departments for few days. After knowing the working style, culture and different job roles I took up two projects: I conducted a survey on the 'ways of boosting employee morale and productivity' and 'Should recruitment systems be changed from the traditional manner'. I did research on the recruitment and different online portals available for the same. I also interviewed people who were recruiting for the company, the employees at the administrative levels and the new employees. It helped me to gain insights on the practical barriers in a recruitment process and how different psychological tests and online screenings are used depending upon the job availability and the number of people applying.

Secondly, for my survey on increasing the productivity of the employees, I researched on the various recreational activities that were done in the organization and apart from that I came up with various options regarding what could be done after going through online research articles by various companies. Then I prepared a survey and we passed it through mails to all the employees. The questions were regarding their preferences and opinions on how different activities could bring about productivity and which kind of initiatives would they prefer in the organization.

Apart from the two projects, the daily observation gave a lot of insights regarding the workplace and the work culture. This helped me a lot to understand various concepts in the I/O Psychology.

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