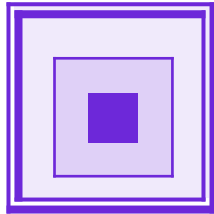


YOUR BUSINESS SCHOOL, NOIDA

Department of Human Resource Management



An Internship Report on

Internship Report

Human Resources Intern at SwiftRoute Logistics

Submitted in partial fulfilment of the requirements for the award of the degree of Master Of
Business Administration

SUBMITTED BY	ORGANISATION	FACULTY MENTOR
Kritika Sharma Roll No. MBA24-HR09	SwiftRoute Logistics, Gurugram	Dr. Sameer Khanna
Academic Year 2025–26		

INTERNSHIP CERTIFICATE

This is to certify that Kritika Sharma, a student of Master Of Business Administration (Human Resource Management) at Your Business School, Noida, has successfully completed an internship with SwiftRoute Logistics, Gurugram, as Human Resources Intern from 2 June 2025 to 25 July 2025.

During the internship the student worked with our Human Resources team and contributed to attrition analysis. We found the student sincere, punctual and eager to learn, and we wish them every success.

(Replace this page with the certificate issued by your organisation, if one was provided.)

Ms. Nandini Bose

HR Business Partner, SwiftRoute Logistics

HR Department

SwiftRoute Logistics

DECLARATION

I hereby declare that this internship report, submitted to the Department of Human Resource Management, Your Business School, Noida, is a record of the work I carried out at SwiftRoute Logistics from 2 June 2025 to 25 July 2025 under the supervision of Ms. Nandini Bose and the guidance of Dr. Sameer Khanna. The report has not been submitted elsewhere for any degree or diploma.

Place: _____ Date: _____

Kritika Sharma

ACKNOWLEDGEMENT

I am grateful to SwiftRoute Logistics for giving me the opportunity to work as Human Resources Intern and to experience a professional environment first-hand.

I sincerely thank my industry mentor, Ms. Nandini Bose, for patient guidance, regular feedback and for trusting me with real work. I also thank the members of the Human Resources team, who welcomed me and answered my questions.

I am thankful to Dr. Sameer Khanna, my faculty mentor, and to the Head of the Department of Human Resource Management for their support and encouragement.

Finally, I thank my family and friends for their constant motivation.

EXECUTIVE SUMMARY

This report describes my 8-week internship at SwiftRoute Logistics, a logistics company running warehouses and transport for e-commerce and retail clients. During the internship I worked as Human Resources Intern in the Human Resources team. I supported frontline hiring drives, onboarding, an exit-interview analysis and an employee engagement survey.

Organisation	SwiftRoute Logistics, Gurugram
Domain	Third-party logistics and warehousing
Role	Human Resources Intern
Department	Human Resources
Duration	2 June 2025 – 25 July 2025 (8 weeks)
Industry mentor	Ms. Nandini Bose, HR Business Partner
Tools used	HRMS, Excel, Google Forms, Job portals

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01 COMPANY PROFILE

About the Organisation

SwiftRoute Logistics operates warehouses and transport networks for e-commerce and retail clients across North India. It employs a large frontline workforce, which makes hiring, training and retention central to its operations.

Vision and Mission

Vision

To move goods reliably while being a great place to work.

Mission

To build safe, efficient operations powered by skilled and motivated people.

Products and Services

- Warehousing and fulfilment
- Line-haul and last-mile transport
- Returns management
- Inventory management

Organisational Structure

The organisation is structured into functional teams, each led by a manager who reports to the leadership team. Interns are attached to one team and assigned an industry mentor.

Department	Main responsibilities
Operations	Warehouses and transport
Human Resources	Hiring, training, payroll and engagement
Finance	Accounts and billing
Sales	Client acquisition

02 INTERNSHIP OVERVIEW

Objectives of the Internship

1. Understand the HR cycle in a large operations workforce.
2. Learn hiring and onboarding processes.
3. Analyse attrition data and suggest actions.

Role and Responsibilities

- Screening applications
- Coordinating interviews
- Onboarding documentation
- Analysing exit interviews

Tools and Technologies

Tool / technology	How it was used
HRMS	Employee records and onboarding
Excel	Attrition analysis
Google Forms	Engagement survey
Job portals	Sourcing candidates

03 WEEKLY WORK LOG

The table below summarises the work done in each week of the internship.

Week	Dates	Tasks performed	Key learning
1	2–6 Jun	Induction, HR policies and HRMS walkthrough	HR policy structure
2	9–13 Jun	Hiring drive for warehouse associates	Screening for frontline roles
3	16–20 Jun	Onboarding documentation	Statutory documents and checklists
4	23–27 Jun	Exit interview data collection	Common reasons for leaving
5	30 Jun–4 Jul	Attrition analysis	Turning data into HR actions
6	7–11 Jul	Engagement survey design	Writing unbiased questions
7	14–18 Jul	Survey roll-out and analysis	Response rates and anonymity
8	21–25 Jul	Final presentation	Presenting recommendations

04 PROJECTS UNDERTAKEN

Project 1: Attrition analysis

Problem: Early attrition among new associates was high.

Approach: Analysed exit interviews and tenure data by site and shift.

Outcome: Recommended a buddy system and clearer shift information at hiring.

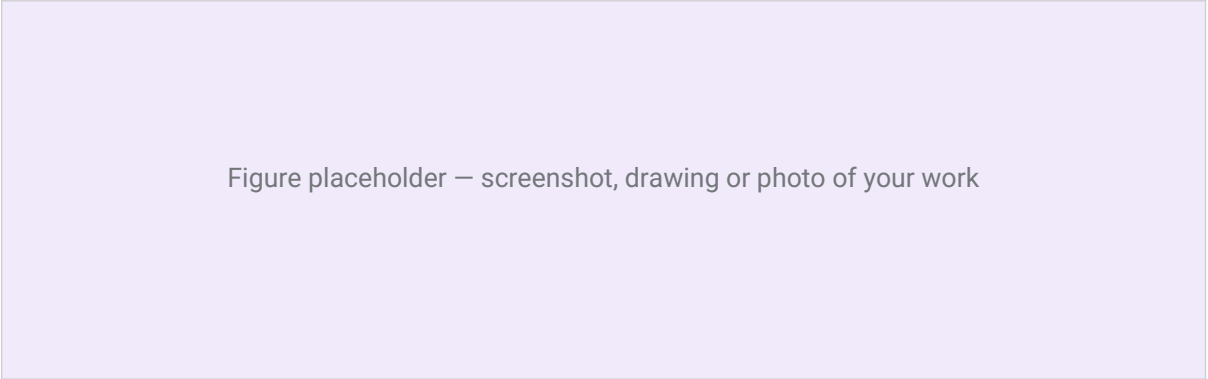


Figure placeholder — screenshot, drawing or photo of your work

Figure 1: Attrition analysis

Project 2: Engagement pulse survey

Problem: HR wanted a quick view of employee sentiment.

Approach: Designed a 12-question anonymous survey in two languages.

Outcome: Results shared with site managers with action points.

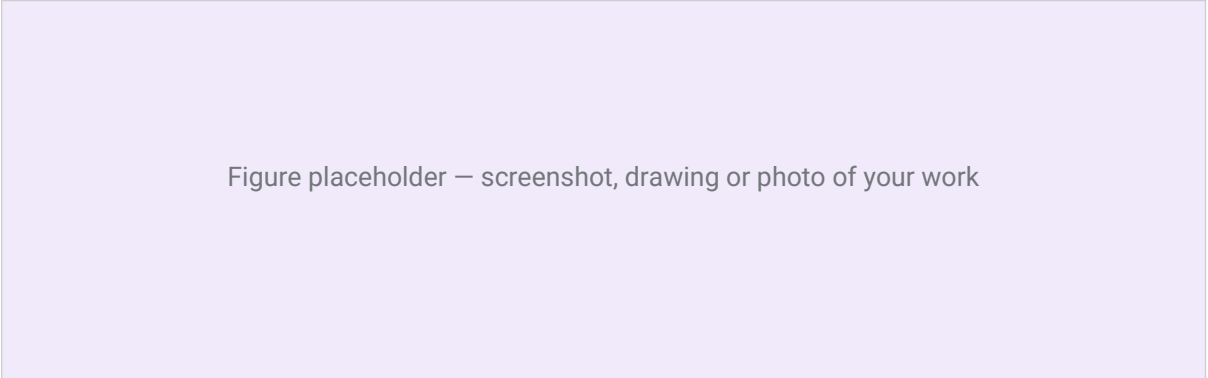


Figure placeholder — screenshot, drawing or photo of your work

Figure 2: Engagement pulse survey

05 SKILLS AND LEARNING OUTCOMES

Skill area	What I learned
HR	Recruitment, onboarding, attrition analysis
Analytics	Excel pivots and charts
Professional	Empathy, confidentiality, communication

Challenges Faced

- Reaching employees across shifts
- Language differences in surveys

06 CONCLUSION

The internship showed me how HR directly affects operations, and how listening to employees leads to practical improvements.

Suggestions for future interns

Visit the shop floor or warehouse early; HR decisions make more sense once you see the work.

07 APPENDIX: ATTENDANCE AND EVALUATION

Week	Days present	Mentor remarks	Mentor sign
1	5 / 5		
2	5 / 5		
3	5 / 5		
4	5 / 5		
5	5 / 5		
6	5 / 5		
7	5 / 5		
8	5 / 5		

Mentor evaluation (to be filled by the organisation)

Criterion	Excellent	Good	Average	Needs work
Technical skills				
Communication				
Punctuality				
Teamwork				
Initiative				