

**COMSATS University Islamabad (Lahore Campus) Department of Media & Communication Studies** 

# **INTERNSHIP REPORT 2023**

"At Marshmallow"

Duration: 6 weeks 14 July to 30 August

Submitted to: <u>Ma'am Ayesha Mirza</u> Submitted by: <u>Arham Shamshad</u> Registration No: <u>FA20-bmc-018</u>

# **Internship Undertaking**

This is Arham Shamshad, Student of media and communication studies department of COMSATS University Islamabad Lahore Campus, under the student ID FA20-BMC-018 attest, that I have completed my internship as a compulsory part of my BS program after my sixth (6th) semester. I completed my six-week internship from Marshmallow in social media management department. I really wanted to learn new experiences and explore new things.

#### **Purpose:**

My internship at Marshmallow Advertising Agency was primarily designed to help me develop my practical skills in social media management. By enabling me to apply theoretical information to real world situations, it was meant to close the gap between classroom instruction and practical use.

#### **Goals:**

Throughout the internship, I worked to accomplish the following objectives, gain thorough understanding of the methods and strategies used for managing social media. Receive practical training in producing, planning, and evaluating social media content. Participate in the agency's social media efforts and help the team get quantifiable results. Implement integrated marketing activities by working with cross functional teams. Learn efficient ways to use the various platforms for analytic and social media management. Working with seasoned professionals in a competitive office setting will help you develop your communication and teamwork abilities.

#### **Responsibilities:**

- Helping to create content schedules for social media.
- Producing relevant and interesting social media postings for customers.
- Following audience interaction on various social media sites and giving feedback.
- Examining social media performance data and offering suggestions for improvement.

- Working with copywriters and graphic designers to create material that is aesthetically appealing.
- Keeping up with market trends and providing the team with pertinent information.



	NITIN Originality Report
Title	Marshmallow
	2,
Author	Arham Shamshad. ID. FA20-bmc-018
	29-Oct-2023 09:45PM (UTC-0700)
Submission Date	2211546293
Submission ID Word Count	5331
Character Count	29488
Remarks Note: Bibliogra	Report seems OK aphy and quoted materials are excluded as per HEC rules
	A STATERSTITIES
Report Generated By	Nasira Muneer, Assistant Librarian nmunir@cuilahore.edu.pk
Dated on	October 30, 2023

## **Executive Summary**

#### **Overview:**

This report summarizes my experience as an intern at Marshmallow Advertising Agency and gives an easily understood but useful review of the project's goals, significance, and key learnings. The goal of the internship was to close the knowledge gap between academic study and real-world social media management application. It was a significant step towards developing practical experience, important skills, and involvement in the agency's operations.

#### **Major Experiences:**

**Social media campaign success:** Successful management and execution of numerous social media campaigns for a variety of companies led to increased engagement and significant follower development.

**Expertise in content creation:** Working with the copy writing and design teams, I helped to produce visually appealing and intriguing social media material.

**Data-Driven Insights:** Accurate data analysis produced insights that may be used to improve social media campaigns' effectiveness.

**Content Calendar Efficiency:** By creating and executing a content calendar, I was able to increase organizational effectiveness and guarantee the timely and reliable delivery of material.

**Client Engagement:** By actively participating in client meetings, I made innovative contributions and strengthened client connections. This part contains an overview of everything, including my strengths, accomplishments, lessons learned, and plans.

# Table of Content:

Contents:	
Internship Undertaking	2
Internship Certificate	3
Executive Summary	4
Acknowledgement	6
Overview of the Organization	7
• History	
• Aim	
• Vision	
• Values	
Market Standing and Competitor	
Organizational Structure and Hierarchy	11
Hierarchy Chart	
No of Employees	
Head Office	
Brands Collaborated with	
Plan of Your Internship Program	16
Training Program	17
Reflective Journal	18
Work sample	24
Critical Analysis	29
Recommendation	
SWOT Analysis	31
Conclusion	32

### **Acknowledgement**

I want to sincerely thank the people, mentors, and coworkers at Marshmallow Advertising Agency who were instrumental in making my internship experience memorable and enriching. Throughout my employment, their advice, encouragement, and mentorship were vital.

#### Saqlain Butt! Senior Manager of social media:

I owe a great deal of gratitude to Saqlain Butt, my mentor at Marshmallow Advertising Agency, whose insight and know-how in social media management helped to shape my development as a professional. My ability to successfully manage the complexities of the sector was made possible by Saqlain Butt, who patiently responded to my questions, shared industry insights, and offered consistent assistance.

#### Umer Sheikh! Web developer and programmer:

I also want to express my gratitude to Umer Sheikh, a hardworking coworker who graciously shared his knowledge and offered assistance whenever I had difficulties. Umer Sheikh promoted a cooperative and welcoming workplace culture that promoted learning and development.

#### Sir Saqib! HR of Marshmallow:

Sir Saqib, my internship manager, deserves special recognition for his leadership and mentoring, which enabled me to assume responsibility and develop professionally. Sir Saqib gave me insightful input, which helped me hone my abilities and successfully contribute to the success of the organization.

#### Ma'am Iram:

I would want to express my gratitude to Ma'am Iram of Marshmallow Advertising Agency, whose teamwork and friendship make the office a dynamic and fun place to work. Every discussion, brainstorming session, and project cooperation helped me learn something new.

Last but not least, A special thanks goes out to my HOD, Sir Sohail Riaz Raja, as well as Ma'am Ayesha Mirza for their constant support and encouragement throughout this internship. Their confidence in me and never ending encouragement were vital in my success.

I am incredibly appreciative to these people for their opportunities, information, and experiences they shared with me throughout my internship. Their advice and support have been essential.

### **Overview of the Organization:**

#### **History:**

Marshmallow Advertising (Pvt.) Ltd. was established to bring a change in the advertising industry. Amidst all the chaos of so-called 360 agencies, we stand for specialization and being master of what we do. We definitely specialize in our services. Give us a try is giving your brand a chance to excel. Think of us as the last missing piece to the puzzle of your brand creation. Our team comprises of small groups, each of which specializes in certain skills and they work together to implement strategic plans in order to achieve organizational goals and provide tangible results to the businesses associated with us. Till now, we have helped more than 500 businesses achieve success in not only reaching their target audience but also converting their leads into paying customers. Join us and become the winner you always wanted to be.

#### Our Aim:

At Marshmallow, we aim to clearly define brands by highlighting their uniqueness and setting them apart from their competitors. This requires us to thoroughly research the market, strategies creative marketing campaigns, choosing the right media platform, and making cost effective media plans.

#### Our vision:

To become the #1 advertising agency in Pakistan that provides 100% customer satisfaction and tangible results to growing businesses.

#### Values:

Our core values are what separate us from our competitors. They are the reason for all the success we have yet achieved and it is due to them we will keep improving and getting better every day. Here are our core values that we religiously follow and never compromise on them Persistence: Persistence is the key to success in every field of life. Small consistent efforts in the right course always lead to good results. Fairness: Fairness at workplace is really important to uplift the morale of every employee. We believe in the fair and equal treatment of every one without any discrimination of creed, color and gender. Accountability: Every member of our team is responsible and takes accountability for their actions. It takes courage and honesty to hold yourself accountable and that is what we strive to instill in our employees. Diversity and inclusion: We welcome people from different walks of life in our team. This allows us to take leverage of every talented and skillful individual and learn from them. Creative freedom: Without creative freedom, creativity can't exist. We encourage our people to express themselves freely without any fear of judgement. Creativity prevails where free think is allowed Teamwork: Every member of our team makes collaborative efforts toward achieving a common goal i.e. providing results to our clients.

Think large and grow enormous with Marshmallow, among the best digital marketing companies. We are a versatile digital marketing services company with years of experience and therefore the finest ways. We are digital marketing consultants who have served multiple businesses from various industries. Before that, our digital marketing services embody everything that will end in boosting conversion.

We provide a skilled digital marketing services to offer you the best digital exposure you deserve. Further, our digital marketing service includes:

#### Search Engine Optimization:

We will help you obtain greater organic ranks and increased visibility in search results through meticulous keyword analysis and ethical SEO techniques. Complete keyword research, on-page and off page optimization, and Google Search Console tracking are all done by our internet marketing firm. With the use of these strategies, we can increase conversions as a locale for your digital marketing solutions and bring in high quality leads and traffic.

#### Social Media Marketing:

We create social media marketing strategies to help your company expand and engage with your audience. Our digital marketing firm assesses your objectives, benchmarks your competitors, and looks at how your clients behave online. We often create unique social media brand management and paid advertising strategies suited to your company using data and analytics.

#### Web Design & Development:

We create unique, mobile friendly, and SEO optimized websites that help you achieve your goals and complement your online marketing initiatives. We usually create a visual hierarchy to draw attention to your important site elements and motivate site visitors to take the necessary action. Our site design consultants make use of distinct calls to action (CTAs), steer clear of rotating sliders and carousels, alter type fields, and create content tailored to your persona.

#### **Video Production:**

When done properly, video marketing is effective and fascinating. Video storytelling has the power to elevate your brand to new heights and dramatically boost customer engagement. Use SEO optimized video material to draw in customers. From screenplay writing to motion graphic development and video editing, we have you covered.

#### Pay Per Click (PPC):

Make precise and fast contact with your customers by using a data-driven PPC campaign. Because our PPC specialists are Ad Words certified, you can relax knowing that your campaign is in capable hands. Our staff drafts precise ad copy, adjusts your bidding strategies and device targeting tactics, and tracks your return on investment for every term. Additionally, we frequently use seasonal trends to promote your goods and generate a lot of traffic and leads.

#### **Content Writing:**

The content of your website is very important because it drives traffic to your website and serves as the basis for your SEO. Give us the task of creating your material, and we'll write it precisely. To ensure that we follow Google guidelines when creating material, our content professionals stay up to date on industry developments and the most recent news. We frequently create attention-grabbing headlines, use effective keywords, use mental imagery, and organize our content to make it easier to read. We have a team of the simplest and most toughened individuals to realize our goals and meet the targets of any business towards its growth. Constant Struggle and a team of experts use the technology that will lead us to square at any corner of this world.

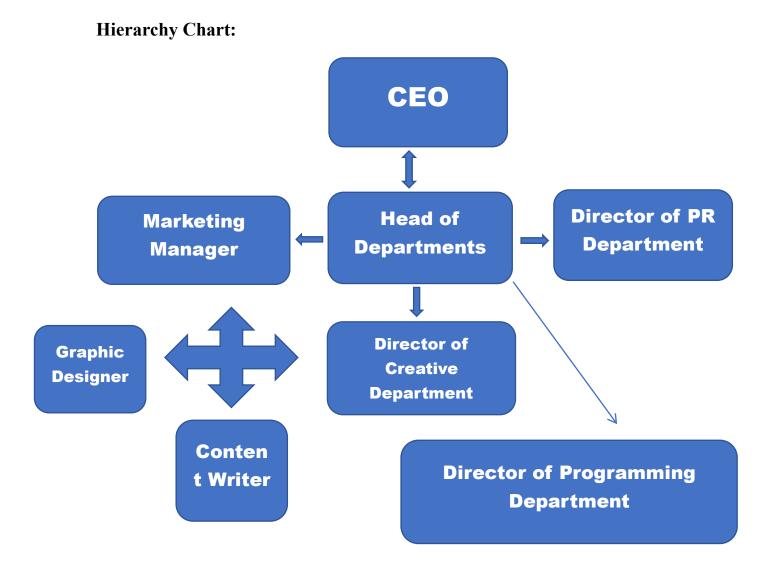
We strongly think that turning digital is the right course of action for every organization right now, and we work hard to demonstrate our commitment to these ideals in the quality of our services. We establish your brand so that it is visible to potential clients at the ideal moment and on the appropriate screen. Many of our customers have benefited from Marshmallow Advertising's awardwinning solutions and experience in interacting and engaging with their clientele in new and improved ways. We try to accomplish the same for you.

#### **Competitors & Market Standing:**

Marshmallow Advertising competes with a large number of other registered advertising agencies under the supervision of industry regulators in the context of the established advertising market. A 20 million PKR investment is what Marshmallow Advertising used to get its license. Although relatively young in the industry, the agency is making great achievements in terms of its performance and client satisfaction.

When it comes to competitors, Marshmallow Advertising distinguishes out in its sector as it focuses in new and creative advertising solutions. There aren't many direct competitors in its particular field of competence, which gives it a distinct competitive advantage. Marshmallow Advertising strives to be on par with "McCann" and "Ogilvy" two of the most well-known advertising powerhouses on a global scale. Although there is still much to be done to reach this position, Marshmallow Advertising is dedicated to expansion, innovation, and giving its clients the best advertising solutions possible.

# **Organizational Structure & Hierarchy:**



Following is the list of advisory board members, the CEO and Executive Producer, and the whole channel's hierarchy.

- Yousuf Rashid (Founder & Chairman of Marshmallow)
- Dr. Saqib ( HR of Marshmallow )
- Saqlain Butt ( Marketing Manager )
- Dr. Awais ( Director of PR Department )
- Hassan Sajid ( Director of Creative Department )
- Umer Sheikh ( Director of Programming Department )

In this chart, the CEO, which stands for Chief Executive Officer, is like the big boss of the company. They're often the one who started the company and invested a lot of money into it.

The HR division comes next, and it is quite significant. They are in charge of seeing to it that everything functions properly, from the way things appear and feel to the actual content and how it is created. Consider them as the people who manage everything that happens in the background. There is a Human Resources Director (HR) in the HR department. This individual is in charge of recruiting and employing staff members for the TV studio. They must post job ads, hunt for qualified candidates, and conduct interviews with potential team members. Additionally, they guarantee that the business abides by all regulations and employee-related laws.

The HR Director also looks after brand-new hires, ensuring that they are familiar with their roles and at ease within the group. If necessary, they can even assist with tasks like banking, taxes, lodging, and making travel plans. The HR Director will occasionally assess how well staff are performing their duties and offer assistance if necessary. In a nutshell, they serve as the glue that holds the team together and ensures that everything goes according to plan.

Managers of public relations establish and put into practice plans to build and keep up a favorable image with their audience. Advertising managers design and carry out strategies to establish and maintain a favorable impression with their audience, or viewers. Additionally, advertising managers collaborate with promotion and public relations managers to make sure that TV and advertising campaigns are in line with corporate goals. To make sure that TV and advertising campaigns are in line with brand and business objectives, public relations managers often collaborate with marketing and advertising managers.

For a company's use on various social media platforms, social media managers design and maintain television advertisements, organizational information, and

marketing campaigns. Based on the company's voice and recommendations, they also monitor social media statistics. They are always coming up with new ways to promote concepts and formats while gauging how useful those concepts are. operating ongoing marketing efforts and campaigning with continuing corporate objectives. They also keep track of online media analyses based on the opinions and voices of the organization. They are constantly developing new ideas and designs, as well as measuring the strength of those ideas. launching ongoing corporate campaigns and operating ongoing advertising campaigns.

It is expected of the online media manager to keep up with current trends as well as company and industry news. The manager of social media is expected to keep abreast of new trends as well as company and industry news.

#### Number of employees:

There is almost 57 employees & these 57 employees are divided in every department. 9 employees in the social media department and in 7 Designing department and 13 in the creative department & in 7 PR department 5 animation department and 6 handled the production department and 3 in websites developers and programmers and 5 almost content writer.

#### Head office:

Johar Town, M block, main road of Johar town, near Emporium mall. They have only one office (Head office) right now.

#### **Brands collaborated with:**

Road master Logistics



Road Master



# Orash Food



Baby Master



UCP



#### Hateem City



# Emporium mall



Nisa



Eithad Town



Iffat Anwar medical complex



# Plan of Internship Program

My internship began 14 July 2023, at the Marshmallow advertising agency Lahore, and it located in Johar town M block, I work with the Marketing manager on the Social media management . The internship is offered on the bases of student's interests and the plan for further studies and careers and some on the bases of their previous records and history of work with the department. I was placed in the Marketing department under HR of Marshmallow and with the senior social media manager "Saqlain butt". And I had no experience before this. The good news is that they offered me a job as an Social media manager after the internship ends and if my university schedule allows.

The primary purpose of the internship was to learn the digital marketing from A to Z, everything from observing the content writing, data collection, poster designs, Wed design, Search Engine Optimization, Facebook ads, Google ads, Video Editing, managing software and planning. And from the help of God I learn a lot. From visuals to little on-screen text animations ranged from extra visuals to filler information and images in the program. In the early stages of marketing, I had an interview with my fellow interns to see where I stood and where I should be following the digital marketing process. The plan of internship was to make us skilled and learn some of the basics of Digital marketing and to get the skills out of us and polish them for a better future.

### **Training Program**

The first day at Marshmallow Advertising Agency was very interesting; everyone seemed to get along well. Together with my fellow interns Amna, Fizza, and Hassan Aslam. We also got to know a few other University of UMT and UCP

interns. Firstly HR took us on a visit of the department and told us to learn well whatever you are interested in and then I got the opportunity to meet Saqlain Butt, the director of Marketing Manager. After the meeting I decided that I have to learn Social media management because he gave me a good guideline and good path for better future. Saqlain Butt, inquired about each of our unique hobbies in an effort to get to know us better. It was a light and informal greeting.

This program aims to enhance both soft and technical skills and knowledge to do a particular task in a safer, more effective, or more successful way. To improve consumer awareness and purchases, the company next developed a marketing strategy. In addition, they carry out a variety of duties and operations, including as branding, test marketing, advertising, and market research. A training program's objective is to accomplish particular company objectives. Different training program kinds may exist, depending on the intended use. Aim for a particular role.

- Describe the three main roles.
- Establish fundamental knowledge and abilities.
- Select subjects for repeated practice.
- Describe educational programs.
- Analyze results.

There have a different departments and employees are working on it and utilized our skill. Marketing department is the most crucial division in this organization. Marketing personnel attract new business and give services to current customers.

In the age of digitization, digital advertising has become crucial because every company wants to guarantee their online presence. Head of Marshmallow digital marketing and social media manager collaborate to create effective strategies and create print like social media campaigns. They collaborate with the art department to put their ideas into action.

One of the most crucial departments, it is where the concepts and ideas were born. This department includes NLE editors, animators, cameramen, production managers, and production directors, among other resources. It is one of the creative departments that collaborates with customer service, other creative departments, and the production director to achieve the intended outcomes. So it is very important to have all these departments to run an advertising agency.

Me and my batch mates learned something from all these departments but our main focus was social media management. On these 6 week internship we have

adopted a lot knowledge and learn the new skills from the help of God. And in these 6 week I make one month campaign calendar of "baby master brand" and that is published on their social media account.

# **Reflective Journal**

Date	Day	Task Perform	Description	Interpret	Evaluation	Plan
14	Friday	Observed the Departments.	How it works. And what is happening in these departments. I arrived at the agency at 10am as per the scheduled provided during my internship observation	Some things are understo od and some are not	Despite not actively participati ng in any duties today, the observatio n day was crucial. It gave me the chance to learn vital details about the agency's operations and social media manageme nt techniques	forward. I'll keep watching over coworkers

18	Tuesday	On the	They	After	Ι	I thought
		request of	needed	doing this	worked	that I do not
		the head of	some ideas	work we	on it but	want to
		creative	from	got an idea	nothing	work in this
		department,	references	of how the	special	department,
		extracted	with	creative	on my	I want to
		some	visuals and	department	interest	work in the
		references	video	is working		social
		with visuals	links. So	on the back		media
		and some	that they	hand		department.
		video links.	can satisfy			
			the client			

10	Wednesday	Observad	Tadar	Co aloin	It was als	Name ma
19	Wednesday		Today	Saqlain		
		the social	marked the	butt	quite	have
		media	3rd day of	saying	interesti	decided
		departme	my	after that	ng	that we
		nt	internship	we		have to
			journey at	understoo		learn social
			Marshmallo	d		media
			W	everything		manageme
			Advertising	about		nt in a
			Agency. I	social		proper way.
			arrived at the	media		
			office at	managem		
			10:00 AM,	ent how		
			eager to	things are		
			learn and	working.		
			contribute to			
			the team.			
			Saqlain butt			
			told us about			
			social media			

manag & als how work.	ement o told we
--------------------------------	-----------------------

00	Q 1	0 11 1		T 11	T 1 1'	<b>D</b> .1
22	Saturday	Collabo	•	I was able to		
		rate	day at	put some of	that	upcoming
		with	Marshmallo	the	through	days, I plan
		team	W	knowledge I	actively	to continue
		member	Advertising	learned from	participatin	taking on
		to create	Agency was	yesterday's	g in chores	tasks and
		content	far more	observation	today, I	learning
		calendar	hands-on	to use	advanced.	from my
		for	than the	throughout	It was a	colleagues.
		multiple	first.	today's tasks.	useful	I want to
		client	Together	I discovered	opportunit	further
		account	with a	that careful	y to work	improve
		S	teammate, I	attention to	on content	my content
			started the	detail and a	calendars	creation
			day by	thorough	with my	skills and
			making	comprehensi	teammate	understand
			content	on of each	and help	the client
			calendars	client's	with	manageme
			for	particular	content	nt process
			numerous	demands and	generation.	better.
			client	objectives are	C	
			accounts.	necessary for		
				successful		
				content		
				planning.		
				1		

25	Tuesday	On the	They	After	I started	When I am
23	Tuesday		2			
		request of	needed	doing this	filling	going to be
		the head of	some	work we	gaps and	in
		social	ideas	got an idea	tried to do	advertising
		media	from	of how the	things	agency its
		department,	references	social	effectively	necessary
		extracted	through	media		to
		some	links of	department		remember
		references	images	is working		these
		about	and	on the back		certain
		taglines and	slogans.	hand and		points
		slogans and	So that	how it		because
		images	they can	would be		your sixer
			satisfy the	make		can
			client	campaign		bounce
				successful		back any
						time.

26	Wednesday	I Couldn't go	I tried to	I shared	
		due to rain	go but it	this	
			was a	problem to	
			rainy day	my mentor	
			and the	and he	
			closest.	says it's	
				ok. I	
				understand	

2	Saturda	Created	Created	Now I was	The	To track
9	у	one	calendar	able to put	brainstormin	your
		month	for one	some of the		developmen
		calenda	brand	knowledge	a highlight,	t and
		r for	"baby	I learned	as it	learning
		one	master	from	showcased	throughout
		brand	"So How	yesterday's	the agency's	your
			this	observatio	creative	internship,
			project	n to use	energy.	keep up the
			can make	throughout		excellent
			differenc	today's		work and
			e and	tasks.		keep
			how it			chronicling
			will			your trip.
			benefit			
			the client			

1	Tuesday	Previous		
		things doing. Because that		
		Because that		
		task isn't		
		completed		

2	Wednesday	I'm not	I'. not	
		going for	well. For	
		internship	because	
		due to	of high	
		sickness.	fever.	

5	Saturday	10	For		
			Muharam		

Muharam	agency		
	will be		
	off		

8	Tuesda	Created and		Today's		As I continue
	У	scheduled	charge of	tasks	had to do	my internship,
		social media	planning	pushed	today was	I plan to seek
		posts.	and	me out of	both	more
		Participated	writing	my	difficult	opportunities
		in a	social	comfort	and	to work on
		brainstormin	media	zone and	satisfying.	client projects
		g session for	posts for	required	I was able	independently
		new client	one of our	me to take	to put my	. I also want to
		pitch.	client	ownershi	talents to	expand my
			accounts	p of social	use by	research skills
			to start the	media	writing and	and contribute
			day. I was	content	planning	more actively
			able to use	for a	social	to
			some of	client.	media	brainstorming
			the		postings,	sessions.
			content		and the	
			planning		research	
			technique		work	
			s I've been		increased	
			learning		my	
			thanks to		knowledge	
			this.		of	
					competitiv	
					e analysis.	
					-	

0	<b>XX</b> 7 1 1	A 1.	XX7'41 11 C	A 1 '	T C 1 (1 (	т /1
9	Wednesda	Attending	With all of	Analyzing	I feel that	In the
	У	а	these	post	I'm	upcoming
		workshop	collaborati	performan	gradually	days I am
		on	on is	ce data	becoming	continue
		effective	emphasize	provided	more	improve
		hashtag	d me the	valuable	integrated	my
		strategies	importance	insights	into the	analytical
		And analyzing the performa nce of recent social media posts using analytics tools.	of aligning visual elements with campaign messaging	into refining content strategies and workshop my knowledge of hashtag usage.	team and contributin g meaningful ly to client projects.	skills and explore more aspects of campaign manageme nt.

# Work Sample







A Big salute to our soldiers for their endless nservices for our nation











All these images are of a brand "baby master" I have made a one month calendar for social media accounts.

## **Critical Analysis**

When I got to know that I was placed in a advertising agency for my internship program I was very excited and eager to go there as studying media studies for over the past three years in university developed a keen interest in digital marketing. I was happy to know that I will be able to see the actual working of a advertising agency regarding digital marketing real time and develop observations on how things are done off screen and how that appears on the screen. The first few days were merely introduction and observation days but gradually I felt that I am actually a part of the marketing and learning a lot more than that of ordinary bookish knowledge. Whatever we learn and study in our classrooms will only make sense if we have a practical implementation of it in the field and by interacting with relevant people.

I studied various concepts related to digital marketing and advertising organizations such as Search engine optimization, Facebook ad, Google ads, web developer, content writer etc. That I wanted to observe here in a marshmallow advertising agency. This advertising agency has been working for almost 7 years and it was established on the mission of presenting a positive image of people through promoting our work. Hence, I couldn't experience things like competitor because the main focus of the owner of the channel was different as compared to the other advertising agencies. Hence I can say that the concepts studied as a subject are very much different when we talk about the practical experience.

### **Recommendation**

I wish to provide a few recommendations after carefully observing how the agency functions. The first is that Marshmallow, who is constantly having financial difficulties, needs to concentrate more on their business clients. They will benefit from it, and government policies and the advertising budget won't have a significant impact on them either because political instability usually leads to policy changes, and those changes are always ones that benefit the ruling party. To increase their social media presence is the other thing I would advise. They only have a small number of followers. While Facebook and Instagram are performing significantly better than Twitter, their reach is still constrained. They should also pay attention to their website since it

demonstrates professionalism and because it has more information about their operations and the services they provide to their clients than social media does. Websites also demonstrate a company's legitimacy. The agency should also concentrate on strengthening its financial position. They should work on their accounts because they may cause them issues. because an agency's accounts are used to gauge its capabilities.

# **SWOT Analysis**

#### Strength:

**Creative talent:** Marshmallow Advertising Agency has a staff of extremely talented individuals who can create original and compelling advertising campaigns.

**Diverse skill set:** The agency's extensive talent pool, which includes graphic designers, copywriters, digital marketers, and media planners, enables it to provide a wide range of services.

**Client list:** Marshmallow Advertising has a substantial client list that is broad and demonstrates its capacity to operate across many industries and successfully meet client needs.

**Strong Client Relationships:** A high level of client satisfaction and retention is evident from the agency's many long-lasting and trustworthy relationships with clients.

#### Weaknesses:

**Market Competition:** There are many agencies competing for clients and projects in competitive advertising market. Getting new clients might be difficult given the fierce competition.

**Resource Limitations:** Like any agency, Marshmallow Advertising may experience resource restrictions, including financial limitations and a labor scarcity that could limit the ability to scale projects.

**Client dependency:** If client relationships deteriorate or if clients cut down on their marketing budgets, the agency's dependence on certain clients could put it at risk.

#### **Opportunities:**

**Digital Expansion:** Marshmallow Advertising has the chance to broaden its digital offerings and meet clients' changing needs as a result of the increased focus on digital advertising.

**International Markets:** Investigating foreign markets and extending the clientele of the agency outside of its home country might create new revenue streams and growth potential.

**Data analytic:** Using artificial intelligence and data analytic together can provide customers more individualized and successful advertising options.

#### Threats:

**Technological Disruption:** Rapid technological advancements may require substantial investments in training and adaptation to remain competitive in the digital advertising landscape.

**Regulatory Changes:** Evolving regulations in advertising, data privacy, and digital platforms may pose compliance challenges and affect campaign strategies.

# **Conclusion:**

My time spent interning at Marshmallow Advertising Agency has been a priceless part of my academic journey and a huge boost to my prospects for the future. I consider the enormous value this internship has brought to my life, both emotionally and professionally, as I come to the end of it.

Over the course of my employment at Marshmallow Advertising Agency, I had the honour of collaborating with a group of gifted and motivated individuals who welcomed me into their group. The agency's dedication to originality and brilliance was evident, and it motivated me to improve my abilities and seek out novel ideas in the advertising industry.

This internship made one of the biggest contributions by allowing me to put my academic knowledge into practice. I got the chance to apply the theories and concepts I learned in class into practice by managing social media campaigns, developing interesting content, or examining performance indicators. My

learning was reinforced by the practical application, which also increased my confidence in using these abilities in real-world situations.

In conclusion, my experience as an intern at Marshmallow Advertising Agency has been life-changing. I now possess the necessary abilities, business knowledge, and self-assurance to pursue a lucrative career in advertising. I am incredibly appreciative of this chance and am looking forward to the interesting obstacles and opportunities that lie ahead.