

Internship Report

Name of Student: Tvishaa Suggala

Name of School: Mukesh Patel School of Technology Management and Engineering (MPSTME)

Name of the New Zealand Organisation: Gorilla Technology



From 7th to 25th July, I had the opportunity to work with Gorilla Technology on their “Request-to-Fulfill” initiative, which focuses on automating the fulfillment of IT service assets like hardware, software subscriptions, and e-learning services.

As part of Team Gorilla 1, my primary task was to help design and implement a “Cloud-Only New User Onboarding” automation pipeline. This meant:

- Mapping the existing onboarding workflow, which was highly manual and fragmented across different systems.
- Performing a **gap analysis** to identify bottlenecks and areas where automation could bring the most value.
- Designing an automation flow using **Python, Microsoft Graph API, Power Automate, Azure Logic Apps, and Intune**.
- Developing a **Proof-of-Concept Python script** that could:
 1. Create a new user in Microsoft 365 from data stored in a CSV file.
 2. Automatically assign them the correct software license.
 3. Add them to the right Microsoft 365 groups for their role.
- Simulating real-world HR triggers for automation using a CSV file that mimicked an HRIS data feed.

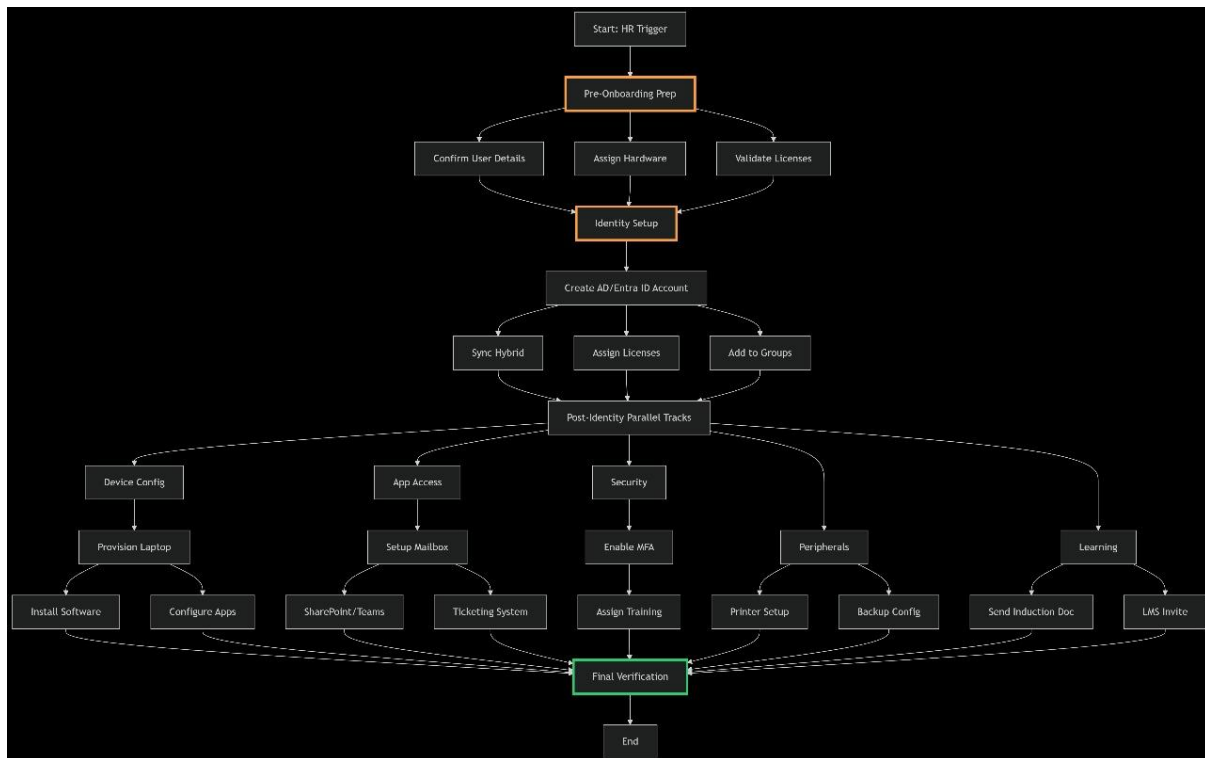


Figure: Flowchart for Implementation

I also collaborated closely with teammates to troubleshoot issues, such as login restrictions and license SKU retrieval problems, which gave me a realistic view of how technical dependencies and client-side access limitations affect project timelines.

Key Learnings and Takeaways:

- **Hands-on Technical Growth:** I gained practical experience in working with Microsoft Graph API and OAuth 2.0 authentication, which until now I had only read about.
- **Problem-Solving Under Constraints:** Limited access to certain platforms tested my adaptability — I learned how to work around blockers without losing project momentum.
- **Teamwork in a Virtual Environment:** Coordinating with my teammates across different locations taught me how important clear communication and timely updates are in remote projects.
- **Real-World Impact:** I saw firsthand how automation can save hundreds of hours annually, reduce errors, and improve the onboarding experience for employees.

This internship was a great balance of technical challenge and teamwork, and it gave me confidence to take on larger automation projects in the future.

I would like to sincerely thank my university for providing me with this platform to gain hands-on experience in a real-world project. I am equally grateful to Gorilla Technology for offering me the opportunity to work on such an impactful initiative, guiding me throughout the process, and allowing me to learn from their expertise.

The internship was both challenging and rewarding, giving me the confidence to handle larger automation-focused projects in the future.

Screenshots from the Internship:



Figure: Project Brief Meeting with Gorilla Technology

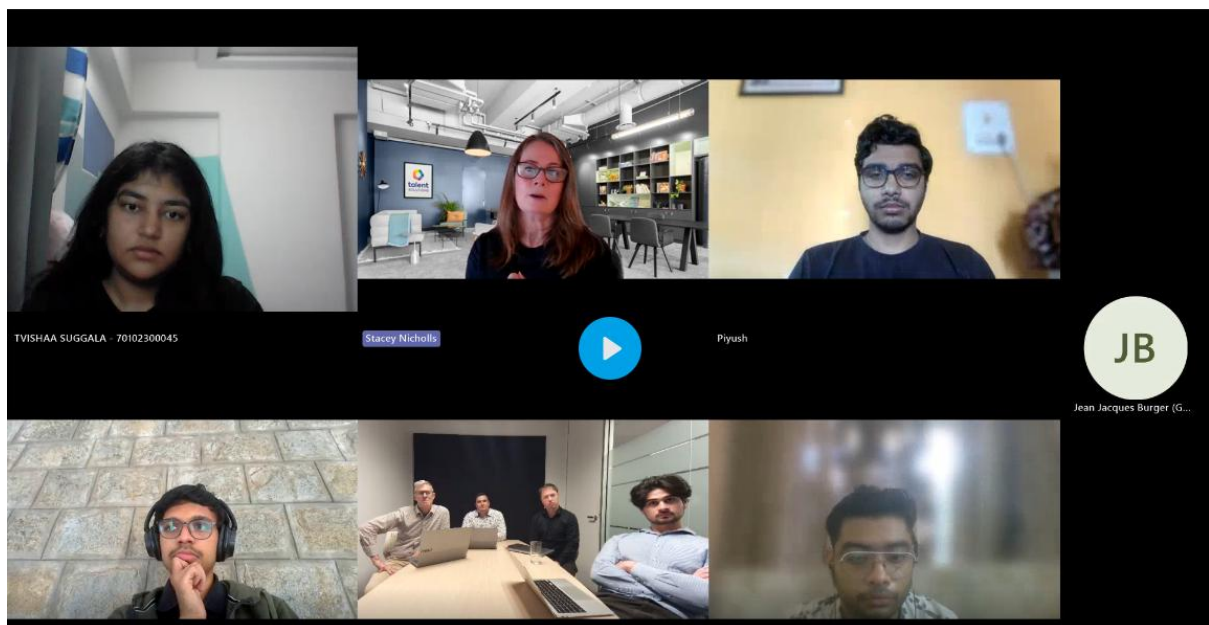


Figure: Follow-up meeting with Gorilla Technology

Virtual Certificate:

