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Saint Joseph University of Beirut USJ
Faculty of Economics

Professional Experience in a Company
Ghiwa El Kaissi – Deloitte and Touche

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Beirut
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Internship Completion Certificate

Deloitte.

Tadarab

Internship certificate

August 26, 2022

TO WHOM IT MAY CONCERN

We hereby certify that Ms. Ghiwa El Kaissi has joined our Firm as a Para Professional Trainee in the Audit & Assurance division of our Beirut office from July 4, 2022 till August 26, 2022.

During the period of her training and while performing her duties, Ms. El Kaissi displayed a responsible attitude and demonstrated competence and seriousness in all tasks assigned to her.

This certificate has been delivered to Ms. El Kaissi upon her request.

Sincerely yours,

Deloitte Touche
Deloitte & Touche

“L’USJ n’entend donner aucune approbation ni improbation aux opinions émises dans ce rapport de stage. Ces opinions doivent être considérées comme propres à leurs auteurs »

Thank you note

I would like to thank first of all Mrs. Chkeiban and Mrs. Chahine for their constant help and support throughout this project. This work helped me understand myself and my path a bit more by transferring my thoughts into words. I wouldn't have really appreciated my internship this much and was pushed into thinking about the next step if it wasn't for this course. I am grateful for USJ as they were my direct link to the company and they continuously work to give us the exposure that we need to smoothen our transition into the work field.

A thank you is necessary to all the Deloitte employees and to the HR Norah Fakhreddine for making me feel welcomed in the company, seeing the potential in me and giving me this great opportunity to be able to talk about it today. Most importantly, I am grateful for my team, specially Ghiwa Al Ayyach, Diana Saad, Bchara Mhanna, Jad Mlouk and Marguerite Gerges for guiding me, mentoring me throughout my internship and making it a great and memorable experience.

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Introduction

“Sometimes the one thing you need for growth is the one thing you are afraid to do”. Shannon Alder perfectly described my view on life transitions in her quote. To get to where we aspire to be, we must go through a bunch of chapters and overcome the stress thrown at us. The difficulties faced may seem so big at the time but get smaller when a new step in life is tackled.

Started as a student in Lycée Abdel Kader, I chose to become an Economics student for reasons that aren't that reasonable to other people, but that seemed fair enough to me at the time. My choice was based on the amount of possible job opportunities and the merit-based grant given to me for that major (Magis). Nonetheless, I grew to love this major for its theories, analysis and logic which is why I wouldn't imagine myself studying anything else.

Throughout this project, I am revealing the start of my second transition in life, going from a college student to an employee. This transition is said to be the hardest since this is where all the notions studied are being applied into the real world. My internship at Deloitte, the first milestone in this phase, is one worth reflecting over to see whether this “mini trial” was a beneficial warm up for the next step. I landed this internship through the Job Fair organized by USJ. Although audit wasn't an option before doing my interview, Deloitte was an offer that I couldn't miss out on, and it wouldn't hurt to acquaint myself with a potential field of work.

To assess my internship in this company, many factors contribute to the conclusion of this paper: the outcomes of this experience, the impact on my professional life, the different job opportunities as an Economics graduate. Did Deloitte really “make an impact that matters” on me?

An answer will be constructed through the different chapters addressed. The paragraphs include the presentation of the company of Deloitte, the framework of my internship, my work as an intern in the company and the different outcomes of my experience.

Chapter 1: The firm and its sector

1.1. Deloitte's historical

Deloitte's story started all the way from England in 1849. During that time, William Welch Deloitte offered his auditing services to a company named The Great Western Railway (GWR). From this moment, sharing an independent oversight was implemented all over the country. Meanwhile, the need for complex business solving problems was rising exponentially which is why, many important names for Deloitte later, opened accounting companies like George A. Touche, Charles Haskins and Elijah Watt Sells. After these developments in the business world, a lot of positive results were seen such as an increase in efficiency, finding ways to simplify a company's work and improving work quality in general. The success experienced in this field encouraged the US to follow the same path which expanded this approach and facilitated the spread of these gentlemen's businesses all over the world.

Deloitte Touche Tohmatsu Limited went through many mergers to settle in the end to its current name which took place in 1989. This merge was done between two accounting firms and Deloitte consecutively that are Haskins and Sells and Touche Ross respectively. Through all the years this company was up and running, Deloitte and Touche managed to sustain its rank among the four biggest accounting firms and to build a respectable reputation for itself. All these were done while pursuing an expansion plan that made Deloitte and Touche's financial services reach more than 150 countries worldwide.

Following all these expansions, the Middle East is considered by Deloitte and Touche as an opportunity for superior growth and which is why it gives it the importance of a priority market. In return, this firm played a relevant role in the economy by majorly influencing different sectors such as tourism, construction, telecoms, hospitality and leisure, and financial region's sovereign wealth funds. This impact can be translated by the various awards received like Best Middle East Employer, Best Consulting firm and the Middle East Training and Development Excellence Award by the Institution of Chartered Accountants in England and Wales (ICAEW).

When the firm started opening in the Middle East, it did not take long to establish a branch in Beirut in 1942 and after forty years, the capital became the Middle East Firm's regional representative office. Currently, their main office is in Ain El Mrayse, Arabia House.

Deloitte & Touche's main concern is to "Make an Impact that Matters", a slogan that they live by through their everyday lives and through each task performed. This impact is essentially made by following through their core commitments and shared values.

Lead the way being the first value provides a small insight into the pioneer spirit this company has. This leading spirit to "reinvent the profession for the future" is translated into their services and skills.

Although they are urged to lead the way, they always **Serve with integrity**, placing the trust of the client and being transparent as their number one priority.

Regardless their success and great reputation, Deloitte employees always **Take care of each other**, with the clients being involved always in the fairness and grounded culture of this company.

A firm can't get to the expansion of Deloitte without **Fostering inclusion** and empowering all the innovative and talented people all while embracing their diversity instead of discriminating according to their backgrounds.

To deliver great results, Deloitte implements **Collaborations for measurable impact** that allow them to establish strong and tangible relationships to bring the ways of problem solving to another level.

1.2. Organization

The organization chart in Deloitte is composed of eight main positions. For an international company this successful, having such a small chart with a high possibility of getting to the top is important and efficient. The work is done much faster than if the organizational chart was bigger and the employee gets motivated to work harder, especially since the promotions are based on their final evaluation given from their superior.

I will give a small overview of each position in the company to be able to understand the hierarchy more easily.

A managing partner is at the top of the chart with the responsibilities being all the activities of the firm.

A partner owns shares in the company.

A director has the same importance as a partner but doesn't own shares.

A principal has a certain power over which engagements to undertake and has a say in the contracts signed.

A manager supervises the team in an engagement and often visits them on the field.

An assistant manager is under the authority of the manager.

A senior associate report constantly to the manager of the team's practices on the field and is in direct contact with the client.

An associate is the entry level of an auditor.

For a clearer picture on this topic, the organizational chart will be put in the appendix (figure 1).

1.3. Competitors

I can divide Deloitte and Touche's competitors into three main categories.

At the top of my list must be the other companies that fall under the Big Four classifications, Deloitte being one of the four very known companies. The names of the other three companies are acknowledged internationally and they are EY (Ernst & Young), KPMG (Klynveld Peat Marwick Goerdeler) and PwC (PricewaterhouseCoopers). All these companies provide their clients with the same services which makes the competition between them all very fierce.

Second, there are other international companies that compete with Deloitte in certain sectors like McKinsey and Co, Boston Consulting Group BCG and Accenture.

But it is also important to mention, considering recent events in Lebanon, that new competitors are on the rise which are the local accounting and consulting firms. In fact, the different banks in our country, small firms, and the companies owned by politicians prefer to work with these local audit firms since they don't have the exigence of the international ones and are way less expensive. To provide better details, research has been made to dig out the local Lebanese audit and tax advisory, accounting and consulting firms. Haddad Audit firm and Hussein Jaber firm were on the top of the list, being two firms on the rise and gaining an important reputation these past few years.

1.4. Clients

The clients benefiting from Deloitte and Touche's services can vary from one to another. In fact, they can either be Banks, Insurances, Institutions of a high level of education, companies, etc. However, the client's confidentiality is a must which limits the disclosure of the names, activities, and report results of said clients. To enforce this confidentiality and be completely transparent with the client, the work, testing and all the tasks can only be performed on the field or from Deloitte's main office. It is prohibited to do another client's work in any other location than the ones mentioned above.

Nevertheless, there is some information that I can uncover from my time there as an intern that doesn't violate Deloitte's terms. Admittedly, it was mentioned that the testing and the work of an Auditor done in Insurance companies are the most technical ones regarding the mathematical aspect and the experience needed to get the report of these firms done.

1.5. The functioning of the company

The company provides these clients with a variety of services like Audit and Assurance, Consulting, Financial Advisory, Risk Advisory and Tax services.

In the Consulting sector, business firms seek the advice of consulting professionals in response to being constantly subjected to international, political, social, and economical risks. Deloitte is differentiated in its ability to execute the advice they provide to help their clients in the markets where they operate today and in the future. These services include Human Capital, Strategy and Operation and Technology.

In the Financial Advisory sector, the firms' investment decisions are assessed. They include Merger and Acquisition Advisory, Deal Execution and Lead Advisory and Debt and Capital Advisory. Therefore, Deloitte and Touche assess buy and sell transaction, business, and assets valuations, buy and sell legal agreements, business modeling, industry and market analysis, raise of funds through either debt or equity...

In the Risk Advisory sector, firms facing different types of risks like financial, operational, cyber, strategic and reputation and regulatory, seek advice from specialists.

In the Audit and Assurance sector, the most practiced one in Deloitte and Touche in Lebanon, the firms are ensured to preparing their financial statement in accordance with the IFRS (International Financial Reporting system). These benefits various parties related to the firm like the investors and stakeholders who make sure that the value of their investment is as reported by management, the government that confirms the reported income taxable and the public who may refer to the report for an interest in funding or investment opportunities based on a trusted and outside source of data.

1.6. Deloitte's market share

Since the competitors have been explained clearly, I believe it is now possible to cover the company's market share in Audit. For every problem presented, you must study the roots of it to evaluate the consequences and understand them clearly, which I will be doing in this section.

Recently, Deloitte's market share in Lebanon have diminished considerably. The year 2019 being the breaking point of this story, the economic crisis hit Lebanon at full speed, causing the fall of the banking system, the crumbling of many firms and the recoil of the Audit domain in Deloitte. As mentioned before, banks represented a big part of Deloitte's clients, and them going for local Audit firms did not help at all.

However, since we talked about the customer's point of view, it's a necessity to shed light as well on the company's trail of thoughts. For Deloitte, they were not willing to take on risky clients just to gain profit or diversify their portfolio. What clients are labeled as risky; you may ask? They are all the firms that are either paying in Lebanese Pounds or affiliated with a certain politician. In reality, the ones that pay in Lebanese Pounds are more vulnerable to the economic crisis in the country and may not be able to pay Deloitte for their services. On the other hand, the firms affiliated politically may put pressure and have a say in the reports' content while it has to be unbiased, transparent and objective. This rational way of thinking differentiates Deloitte from all the other Big Four companies who majorly still accept risky clients, which explains why they suffer from scandals way more than Deloitte.

Regardless of the situation of Deloitte's market share in Lebanon, the financials reported by Deloitte global show clearly the growth and the success that Deloitte is undergoing. Year after year, the revenues of the company are increasing, and their branches are clearly expanding. These numbers are all the proof needed to state that Deloitte's way of work is appreciated worldwide and that they are making a positive impact everywhere they touch, especially in America where 50% of the employees are located and where more than half of the revenues are generated. The details of the financials reported by Deloitte New York for each department will be put in the appendix. (Figure 2).

The revenues throughout the recent years will be put in the Appendix for further information. (Figure 3)

Chapter 2: The internship's framework

2.1. The main office

Since I did my internship exclusively in the Audit department, I only had access to that part of the firm in the office at Ain el Mrayse, Beirut. This department's office is on the 3rd floor of the Arabia building.

The general form of the office is in the form of a square, with the elevator being in the middle. Once I stepped out of the elevator, the office of Jana Haddad, the junior HR, is right in front of it. To the left, the offices of the different partners can be seen with a glass door separating each office from the hallway going all the way to the back. On the other hand, to the right, you can access the assistance room where a bunch of desks are located for the auditors' use. There are no designed places there, but after each day I spent in this space, I started to notice that each auditor sits in a specific desk, increasing the routine aspect of their day. Further to the back, individual desks are placed in the rooms, each one assigned to an employee. In the last corner of the famous square, are the writers' offices. For a clearer picture of the structure, an outline will be put in the appendix (Figure 4).

Each office in Deloitte has a different responsibility than the other but equally as important to the functioning of the company. As for the partners, their role is to build good relationships with the clients and set up the project team. There were four partners during my time as an intern: Joseph Khalife, Zahi Zeini, Farid Massoud and Nada Maalouf. On the other hand, the directors are the ones responsible for the application of the firm's short and long-term strategy. The principle is the next in the hierarchy, having duties similar to a manager but being able to perform partner-level work. Those positions are the dream of all the on-field employees as the next steps in their career lives. It is also important to recognize the printers' duties; to make sure that each report is printable, with a certain format required for all Deloitte firms.

During my time there, my interaction with these people was limited since I was assigned to a team responsible for the audit of a high education institution. This team was one of the few ones that were always present in the client's place. No work was brought to the main office since this establishment required a very high level of confidentiality. Therefore, most of my time was spent away from the main office, restricting the opportunity to get to know them on a deeper level.

I will give a small overview of the client's office since I spent most of my time there. In this location, we were given two rooms on the first floor of the financials building. My team was divided between these two rooms in a hazardous way, depending on the daily tasks. Outside of these two rooms were the shared desks of the client's employees. Having this much negligible privacy, we had to always dress appropriately, representing Deloitte at its finest.

2.2. The team

Starting from the second week, I met my team and relocated to the client's office for the remainder of my internship. My team consisted of five people in general, they are the ones that I was in direct contact with throughout my time there as an intern and those who helped me evolve my professional goals.

Starting from the top, the manager was Lara Bejjani. She was in direct contact with the client, ensuring that the project met the client's needs. The senior reports to her all the tasks and notices regarding the client's activity. However, she wasn't present on the field the whole time, only dropping by once a month to make sure that everything was running smoothly.

The next on the list is the senior Ghiwa Al Ayyach. She was the team leader on the field. In fact, she is the mastermind behind the work and the link between the different parties. She was in direct contact with the main client to request documents needed or question them about an illogical number calculated in the testing. Ghiwa distributed the tasks over the team members and made sure all the deadlines are met. Each day, the senior is the first one present in the office and the last one to leave, stating that while she must help everyone do their work, she can only perform hers while her colleagues have left the office. She was the main supervisor over my work as an intern and the one who reviewed my work the most.

Next, we have the Experienced Associates (EA) Bchara Mhanna and Diana Saad. These two perform the tasks of an associate more independently but will be responsible also for more complex analytical and technical tasks such as the payroll. They help the associate in case of any difficulty or concern and are in direct contact with the client's employees.

The associate is the last on my list. During the first month, the person in question was Jad Mlouk. However, he quit in the middle of my internship to pursue a Masters in London while Marguerite Gerges took his place. An employee with their title conducts testing, analysis and builds slide decks. They are the employees that have the least amount of contact with the clients, receiving the orders from their senior.

2.3. Interaction with different departments

There are many services provided by Deloitte, all of them are located in the same building but on different floors.

The Tax services are on the 2nd floor, along with the IT's office and the cafeteria. During my time there, the cafeteria wasn't accessible since they closed it in 2020 to limit interactions between employees and the spread of the corona virus. I only have a small idea of the tasks done at the Tax department since there was an intern assigned there that gave us a small brief on her last day to satisfy our curiosity. They mainly gave her the duty to check over tax receipts. According to her,

she did learn the process of tax payments, the requirements, etc. However, this routine didn't allow her to learn much.

The risk and financial advisory were on the 4th floor along with the consulting. I did not discover much about these services since we did not get the chance to meet the employees there. Although, we managed to find out that the consulting department is kind of non-existent in Lebanon, with there being only rooms for the Lebanese employees working in Dubai.

Between the departments, even if they are in the same building, each section has its own structure and activities independent from the other. I heard from my colleagues that certain engagements collaborated with the IT Audit department for example. This wasn't the case for me. There was constant communication with the regular IT to fix technical issues. However, in terms of job-related interactions, I didn't get the chance to work with other units outside of the Audit department since it wasn't asked in the engagement I was assigned to.

Chapter 3: The work done

3.1. Summary of my 1st week

To begin with this chapter, I think it's only fair to start from the very first day I stepped foot in the building as an official intern. On the 4th of July 2022, all the interns at Deloitte, myself included, were sitting around a table, presenting ourselves and signing papers left and right. The contracts were to guarantee our commitment to the Tadarab internship, to confirm all work requirements and their expectations of our time there as an intern.

For the sake of following Deloitte's protocols, we were each given a laptop set up for us, with our own access cards for the doors in the main office. The extra security was necessary to prevent any theft of important documents present in the workplace. We couldn't also transfer documents outside the work devices without alerting the IT. Everything was supervised and monitored at all costs to avoid any breach, hence why all personal transfers were prohibited from the Deloitte laptop.

Afterwards, we got the name of the buddy assigned to us. This person should be a member of the team that we were placed in and is the first one who assessed me at the end of the internship, followed by the senior on the team then the manager. My buddy was Diana Saad, the experienced associate on my team. We were also given the name of the engagement as a cherry on top, splitting us nine interns into the hands of different clients.

3.2. E-learnings

During the whole first week, the main concern of all interns was to finish the e-learnings that were assigned to us. Also known as the most nerve-wracking task given in the whole internship, if you ask me.

There were approximately 11 courses that were about safety, ethics, audit and Deloitte in general. If we do not complete all the courses and pass the quizzes of each one, Deloitte's system will classify us as non-collaborative which will minimize any chance of being accepted into the company later on. With the anxiety level through the roof to get the e-learnings done before the deadline, I did not expect to be contacted by my team this soon for help. They needed me to do proof readings of a report for a Bank, before finalizing their engagement.

To be able to complete this task, the financial report of the client was sent to me. All the calculations needed to be redone. In addition, I was required to check if the numbers included in the calculations matched the ones either written in the analysis at the end of the report or concluded using deductions and additions to get to this certain number.

Juggling the tasks at the same time with a few extra hours of work, I managed to get through the first phase of the internship. Relieved to have had a strong start, I didn't expect the real audit work awaiting ahead of me.

3.3. The tasks completed

For the remainder 7 weeks of my internship, I oversaw several other tasks. Most of them were completed on Excel, using a certain layout required by Deloitte. With the constant practice on this application, an important tool in the Audit world, combined with the help of my team members, I managed to learn all the tricks and shortcuts used to perform a task more effectively and in a shorter amount of time. Nevertheless, all the folders necessary to get a job done are stored in an application called EMS. This explains why I got a small tutorial on how to navigate this software.

As my first task, I was given the responsibility of doing the summaries of over 20 meetings of the client's Board of Directors. These summaries are essential to the auditor's work for many reasons. A change of policies imposed by the clients equals a change in the calculations done by the auditor. In addition, this small piece of information can explain the big difference, in certain cases, between the numbers reported by the client the previous year and the current one. One of the main changes can be due to the exchange rate, the amount invested in maintenance or even the worsening of the electricity instance in Lebanon.

Afterwards, I worked a lot on the verification of Anti-Money Laundering where I was requested to check if the client took the precautions needed for huge transactions (withdrawals / deposits). Huge amounts should include a request for this transfer explaining the reason behind it, an updated KYC (Know Your Customer), a transfer slip signed, etc. The information reported for these types of transfers should be identical to the proof provided.

I also assisted in many substantive testings. There are various kinds of things that can be done as an auditor to check the level of effectiveness of controls followed by an organization while recording its financial transactions. They can help detect any error in the financial statement. In these cases, the client is reviewed to get an explanation for the material misstatement that is included in the footnotes in the last excel sheet of each testing.

The first testing that I did was on the revenues of the employees of the high education institution. During this testing, I was accompanied step by step by the associate on my team, teaching me how I should proceed with each instruction given in the testing, from where to find the documents needed to complete it and how to use excel in general. Starting from the second testing, I was asked to be more independent and to do my best to finish the test all the way. The process and the logic became less challenging the more I practiced. When my senior saw that I got the hang of it, I was given the responsibility of the inventory testing. This one is a bit different than the other tests since there was the use of specific terms and the deep understanding of the technical procedure before throwing myself into the analysis. I got to know more about how to choose a sample to give an evaluation, the different types of counts STF (Sheet To Floor), FTS (Floor To Sheet) and DT (Deloitte) and to flag any inaccuracy.

There was another task that took a lot of effort but was proportionally as interesting: Bank Reconciliation. This procedure is very detailed and is required to be done on an annual basis.

3.4. The mindset

Since the first day, Ghiwa, the senior on my team made it very clear that she would explain all the important keys, the logic behind each testing and how to interpret the results given. On the other hand, she refused to disclose the methods or to even direct me in a narrow path, saying she wanted me to think for myself, no matter how long it will take me. However, when I reached a blocked road or if I want any further clarification, everyone on the team was ready to answer my questions, leaving all their work aside to give me a bit of their time.

I can't deny that these simple actions made it easier for me to really get the hang of it since I was asking about the smallest things in audit, on the hunt to understand this domain now more than ever. Thinking about it now, it may have been the biggest factor of why I managed to learn so much during this short period of time. They created a safe environment for me to want to explore my options in audit. In fact, almost all of them started as interns in Deloitte at some point. Therefore, they understand that this 'short trial', if done right, can indicate a lot about whether this is the correct job for a person or not.

The whole time, while getting the tasks done, there were jokes thrown around and with music on the low at the end of the day, creating a positive vibe. Although this engagement needed 110% of my focus every single day and even if the whole team is pressured into a deadline, a collective lunch break, afternoon dessert time and small walks to keep the circulation going were a necessity for a good and productive day. There was a lot of bonding time with my team members outside of the work environment that allowed me to get close and personal with them. Furthermore, it opened the doors for networking and personal growth alongside the expected career-oriented goals.

Chapter 4: The internship's contribution

4.1. Professional learning outcomes

After conversing with people that did internships in their previous years, most of them advised me to not set high expectations on the learning outcomes. This may be why I applied to this internship just for the sake of it, imagining that it would not bring that much added value to my life. Although, now thinking about it so I can write it on paper, what I learned during these two months exceeded far more than what the job description of this internship stated. It may be that it was my first internship ever, or also that I was determined to get the most out of it, but my learning outcomes don't concentrate only on knowing more about Audit.

First, I practiced a lot for the interview by participating in mock interviews, preparing the typical questions, and doing my research on Deloitte. The fact that it was my first interview ever assisted in grasping the correct tricks in responding to an interviewer's question. I would say that this was my first professional learning outcome, since what I gained back from tips to practices are still useful in my current interviews.

Second, there was a huge improvement in the technical work. As I mentioned before, Excel is an important tool used in Audit. In university, I took an Excel course once, but it only scratched the surface of what I learned in my internship. My added knowledge wasn't only about the formulas and the calculations, it also included the shortcuts and how to take advantage of Excel to be able to finish the task in the least amount of time.

Last, I got to know more about the Audit field in general. I never imagined that Audit would be a combination of accounting, finance and management. I really thought that I would go into my first day with zero knowledge about this domain. However, the courses I took in university of accounting, CFA and the analysis used in each Economics course were to my benefit and aided me in comprehending the complex Audit notions more easily. Progressively, the tasks developed my analytical skills, made me practice how to criticize a result and assisted in my curiosity to search for the answers and solutions to the problems.

4.2. Personal growth

Everyone talks about developing our career through an internship, yet I don't understand why the expansion of personal growth is disregarded that much when it is just as important, if not more. The lessons cultivated will be utilized in whatever field I choose to continue in, whether it's Audit or not.

Throughout my internship, the small lunch talks were really orientation sessions with our mentors. Each person had a different path than the other which is why the advice and pointers given were diverse but all equally important. Nonetheless, all my team had the same view regarding work life; to have a healthy balance. Even if they worked long stressful hours daily, they made sure to go to the gym after office hours, meet up with friends or spend time with their families. They made it their job to include me in this mindset with the first topic brought up at lunch being "what did you

do after work yesterday?”. This really helped me view work in a different light, reducing my stress about the upcoming years.

On our last day, I was given this whole speech from my senior about the dos and don'ts in life, talking from her own experience in the years that she put at Deloitte. Ending it with a small farewell from my colleagues, they made me feel that I belonged and was not just “an intern”. The last e-mail I got from them will be forever saved in my gallery since it's not only the fruits of my two months of hard work, but also a boost to my motivation and confidence that I will get there someday, without a doubt.

4.3. My impact on Deloitte

I never really knew the impact that I made on Deloitte until the last day of my internship. Whenever I handed out a task, I wasn't really given a review unless it's a critique about something so I can improve it later on.

On my last day, after I sent the goodbye emails to my colleagues, thanking them for all that they have done, I got a response by the senior Ghiwa Al Ayach saying that the work that I have done saved them a lot of time and accelerated their engagement's process. (Figure 5 in the appendix). Furthermore, I am still in contact with the members of my team, receiving their constant support in every step I take in my transition from being a student to an employee. This really made me feel like I left a footprint in my work, in my team and in the company in general.

This feeling was turned into a certainty when I was first of all given the possibility to extend my internship of an extra month by Norah Fakhreeddine to further support my team in their engagement. I had to decline since my classes began the next week while this internship needed my full focus. On the other hand, after meeting with the HR, my colleague and I got the promise of a job offer after we graduate in 2023, being the most “brilliant interns” out of the other nine.

Conclusion

Being an audit intern at Deloitte for two months was the greatest way to kick off my professional experience. As a brief answer to the question in the introduction, Deloitte did make an impact on me. This internship made me delve deeper in a field that I had no idea about, giving the right amount of exposure needed to decide if I want to continue in this field or not.

As much as I liked this experience, I wouldn't classify Auditing as my dream job. It was fun for two months since I was constantly learning new things. However, to repeat these things on the course of two consecutive years wouldn't suit me personally. I felt like at some point, there is a certain routine in the work done. On the other hand, there are things that I didn't mind about the job which is the work hours. Although the day started way earlier than I am used to, I got used to this type of schedule, finding it productive, a thing that I did not know about myself beforehand.

I think this is the main reason why this internship amazed me, it's because it didn't only make me realize what I like but rather what I simply don't. After this discovery, my aspiration for the future is to acquire another internship in research. To be more specific, research in Econometrics and Finance sounds like a dream since, during this semester, these courses intrigued me to no end. Till this moment, this plan has not been put into action since I don't know from where to start. As a plan B, since I don't want to fall behind, I am currently applying to Consulting firms, trying my luck in this field and hoping that I would find myself landing a position somewhere. Having a couple of years of experience in work would help me decide on the kind of Master I want to go for. I would consider these next few years as trials for the different job opportunities that present itself to an Economics graduate.

I am not pressuring myself into deciding what I like because I know that I wouldn't figure it out for sure unless I would try it hands-on, like in my audit internship. After ruling out some options, I am bound to settle on a choice that would satisfy my professional and personal criteria.

Appendix

Figure 1: The organizational chart in Deloitte.

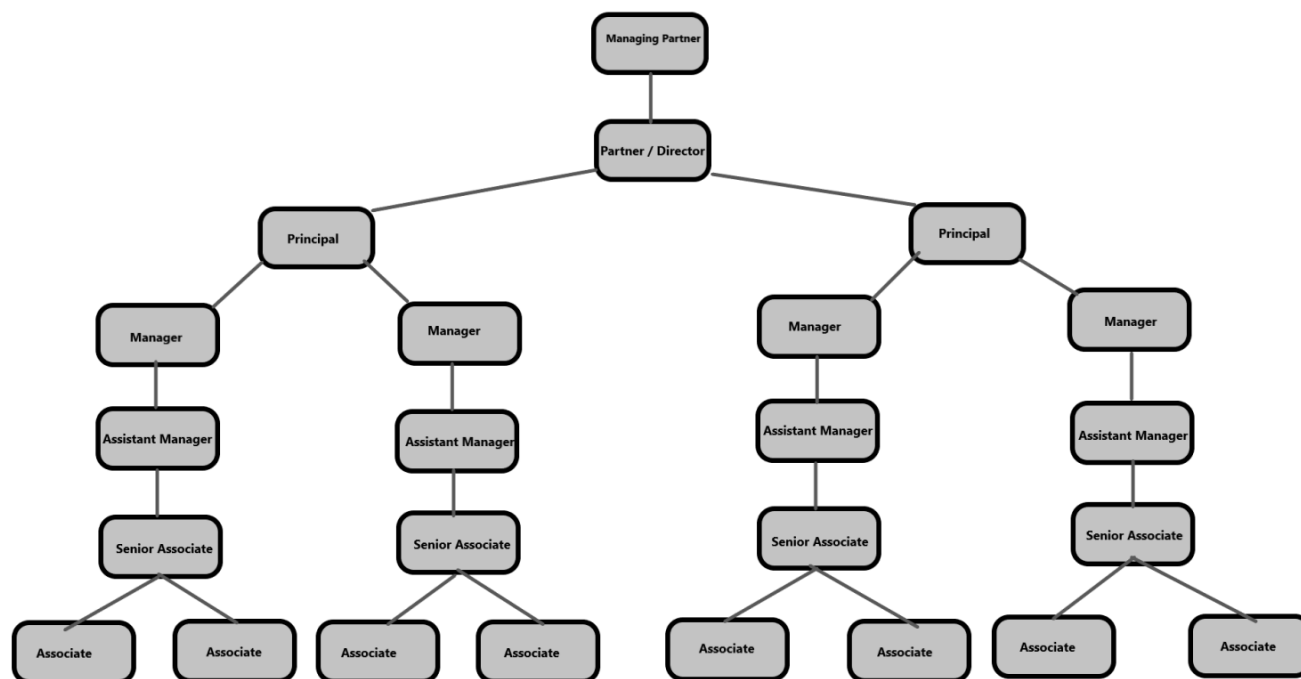


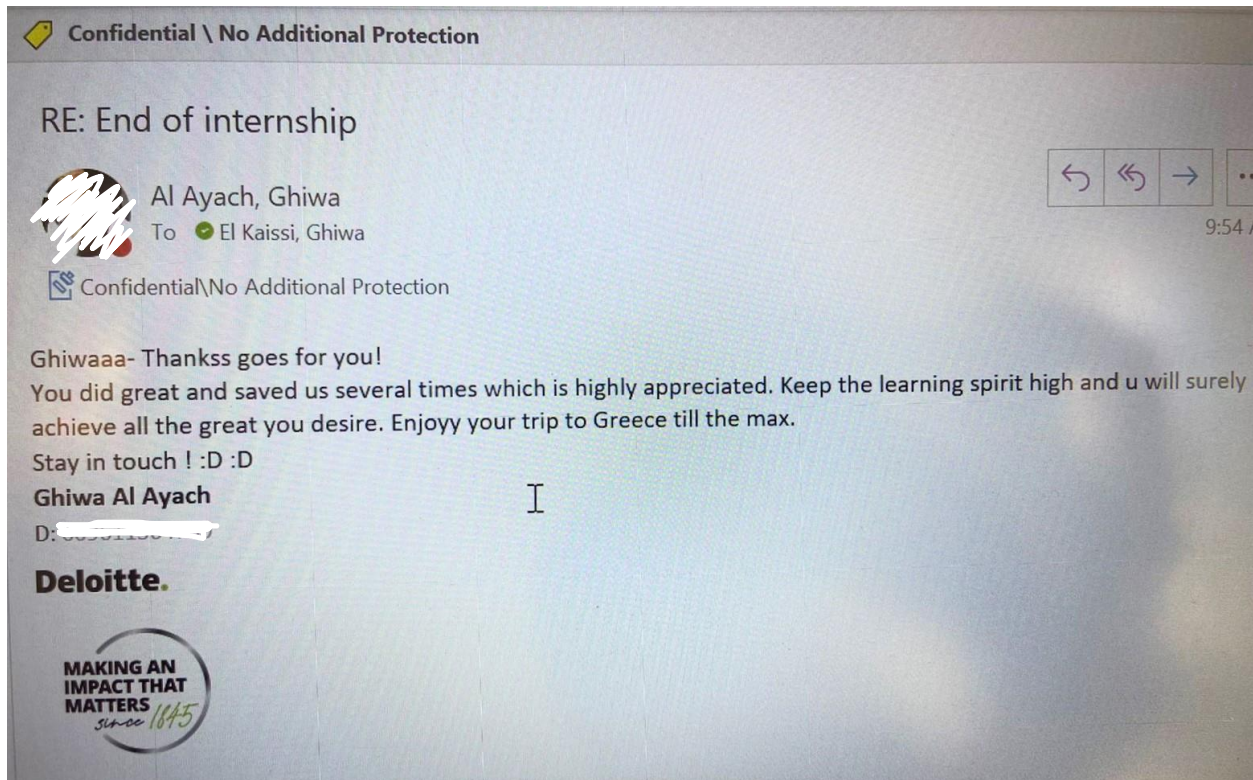
Figure 2: The growth of NY Deloitte’s total revenues by departments for 2022.

Departments	Growth rate compared to 2021
Audit & Assurance	8.7% in USD
Consulting	24.4% in USD
Financial Advisory	22.1% in USD
Risk Advisory	19.5% in USD
Tax & Legal	11.5% in USD
Total Revenue	19.6% in USD

Figure 3: The evolution of the revenue turnovers and the number of employees in Deloitte worldwide throughout the years.

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Revenues (US\$ in billions)	32.4	34.2	35.2	36.8	38.8	43.2	46.2	47.6	50.2	60
Number of employees	200,000	210,400	225,000	244,000	263,900	286,210	312,030	334,800	345,370	411,950

Figure 4: The goodbye email sent from my senior, Ghiwa Al Ayach, on my last day at Deloitte.



Webography

- Deloitte website, Press releases
<https://www2.deloitte.com/global/en/pages/about-deloitte/articles/global-revenue-announcement.html>
- Deloitte website, US
<https://www2.deloitte.com/us/en/pages/about-deloitte/articles/purpose-at-deloitte-us.html>
- Deloitte website, Lebanon
<https://www2.deloitte.com/lb/en/pages/about-deloitte/articles/shared-value.html>
- Statista, Number of employees at Deloitte worldwide from 2006 to 2022
<https://www.statista.com/statistics/269014/number-of-employees-at-deloitte-worldwide/>