

Digital Portfolio

DS3: Digital Portfolio + Audio Reflection

LCLM4002 Digital Skills

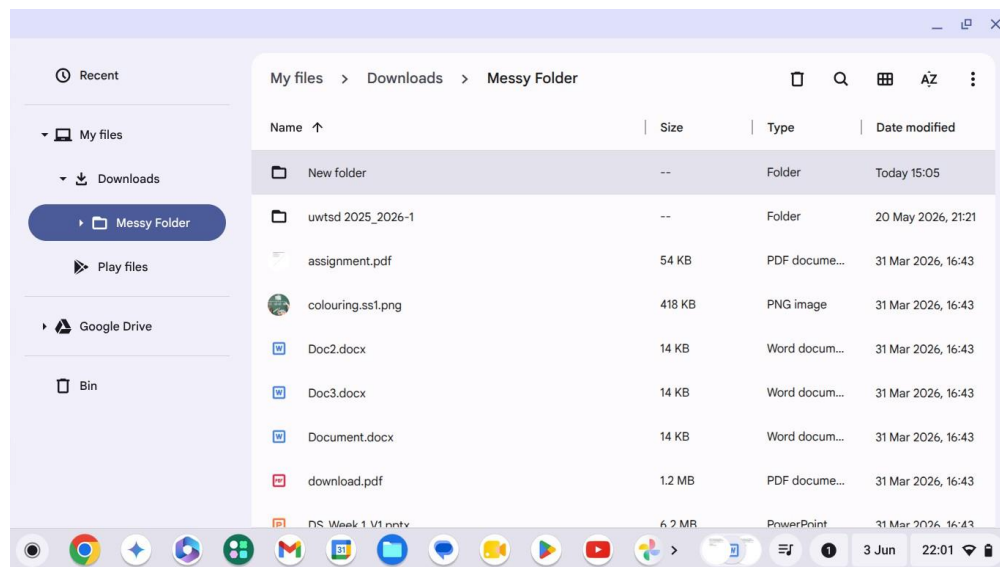
Fayyaz Ahmad

Introduction

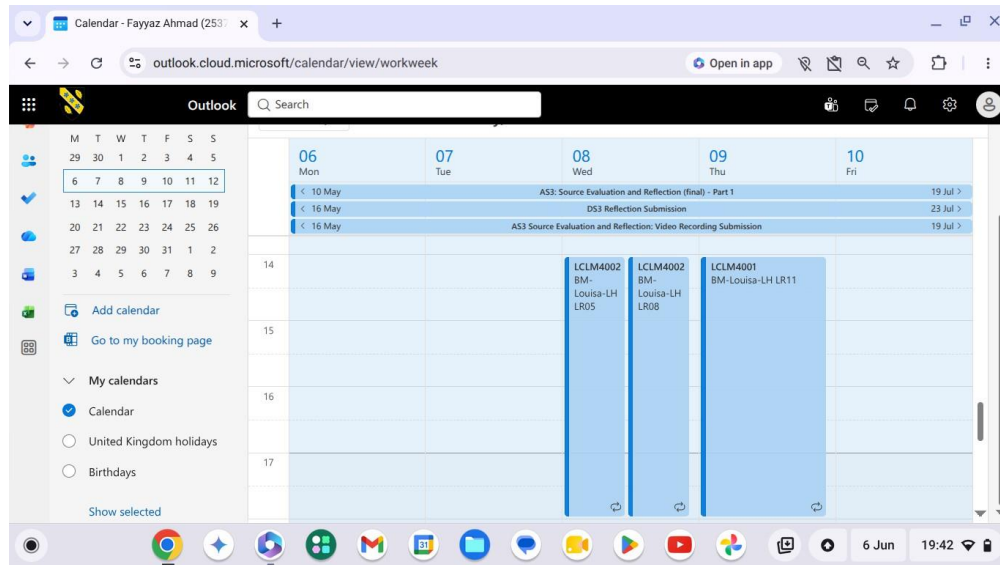
This portfolio contains three pieces of digital work completed during this module: renaming and organising files in a folder, organising an OneDrive folder for this course and writing a professional customer service email. The examples were selected to illustrate two related skill areas, which were developed throughout the term: file organisation and clear naming, and professional written communication. An explanation of the skill demonstrated, the tool used and the learning is included with each piece.

Work

Piece 1: File Organisation and Renaming



Before: a folder with unclear, generic file names (e.g. "Doc2", "Doc3", "Document", "download").



After: the same files renamed clearly (e.g. "DS_Week 1_V1", "Assignment-Proofreading-Checklist").

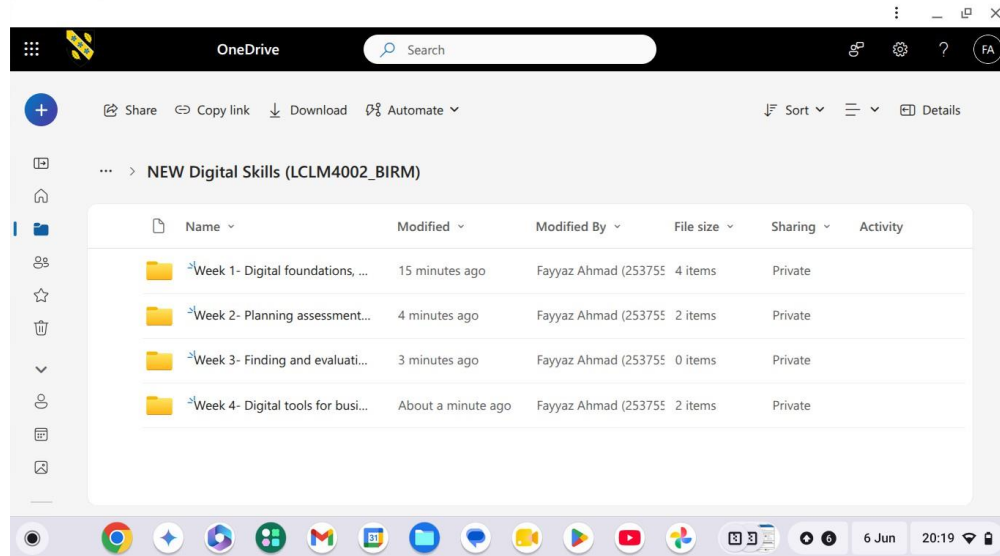
What the work does: Rename files in a folder from unclear, generic names to clear, descriptive names.

Skill it demonstrates: Organising files and using good naming conventions.

Tool used: Windows/OneDrive file explorer.

What I learned: Clear file names help me find and understand the files without having to open them, which is important for me and anyone else accessing the files.

Piece 2: OneDrive Course Folder Organisation



My OneDrive folder for the Digital Skills course, organised so files can be found quickly.

What the work is: A OneDrive folder for storing documents for Digital Skills course.

What skill it demonstrates: Digital file organisation as specifically related to Coursework.

Tool used: OneDrive.

What I learned: When I need to find something quickly, like before a deadline, it is easier to do so if all the course files are in one place and are well organised and clearly labelled.

Piece 3: Customer Service Email (DS2 Business Digital Task)

What the work is: A businesslike customer service email addressing a complaint for a late delivery, written in Outlook style with four parts: Greeting, Purpose, Key Point, Polite Close.

What it demonstrates: Professional written communication, selecting appropriate tone for audience (customer and not colleague or manager), organizing a clear message, proofreading and revising for tone.

Tool used: Microsoft Word / Outlook-style formatting.

What I learned: I learned to review a draft against clear questions, is it clear, is it polite, is it suitable for the situation and to make necessary revisions. For instance, I converted an opening statement from We are sorry to inform you to Thank you for contacting us, I am sorry to hear, since the former seemed more like a typical auto-reply than a real response. I also found out that

there is often an expectation that if someone complains, they'll accept a goodwill gesture in reply to that.

Development

What was difficult in the beginning of the module: Writing professional emails. I didn't know how to determine what tone to use when addressing various audiences, or how to write a response in a way that was sincere and not mechanical.

What has changed since then: I now know how to plan an email with a clear structure (Greeting, Purpose, Key Point, Polite Close), how to write an email to suit the needs of the audience and how to edit my own draft against simple checking questions rather than just write and submit.

Reflection

What I learned: That a small, deliberate choice, such as a clear file name and a warmer opening line makes digital work easier to use and understand for others and that checking my own work against simple questions (is it clear? is it polite? is it appropriate?) is an effective way to improve it.

What helped me improve: Week 7 email-checking activity in class, where I checked my text with another student and against the clear/polite/appropriate questions before I finalised it.

Conclusion

The skills have also assisted me in my studies as I am able to locate and manage my coursework files rather than wasting time searching for them. They help in work as I can write clear emails to customers, colleagues, managers that are professional and fit the audience that I am writing to. They are also useful in everyday life as I can keep my own digital files tidy and communicate clearly and effectively in writing, saving me time and stress.

Digital Professionalism Statement

This term I have developed my skills in organising digital files using clear and appropriate names and how to draft and edit a professional email for a particular audience and purpose. I used AI

responsibly and the portfolio pieces and reflections are my own from class activities and my own revisions.

In the next term I would like to practice my PowerPoint and presentation design skills.