Managed Services Business intelligence intern
This person will work with the Business Operations manager to develop and refine predictive behavior around the customer use of a system to improve renewal rates, developing automated data collection to create reports, to deliver a set of protocols, and tools to advise the CSEs on how to improve customer retention.

What you’ll do

- Work with the sales and account management team as they plan and coordinate client facing activities such as calls, onsite meetings or responses to inquiries.
- Asking the right questions and listen to our customers, partners and internal engineers, as you gather requirements. Subsequently, you will match these requirements and examine the gap between our capabilities an propose solutions can add value to our renewal efforts and enable customer success.
- Setting expectations early in the process and managing the project scope with Account Managers and Sales teams.
- Autonomously collect data and create reports to improve contract renewal taking care to document your work, and train others with respect to the process and tools created.
- Active participation in the communities such as sharing knowledge with / distributing knowledge to internal and supporting teams.

What you need to succeed

- Working towards an BS, MS or PhD degree from an accredited university or college.
- Domain knowledge, i.e. an understanding of digital marketing, direct marketing, campaign management and/or e-mail/mobile marketing.
- Willingness to work under pressure on challenging tasks, and ability to prioritize multiple tasks efficiently in a fast paced environment to the highest level of satisfaction of both our clients and internal stakeholders.
- Working autonomously and being responsive, reliable and dedicated to support customer success.
- An innovative and team-oriented spirit, i.e. being recognized for your contribution to team success.
- A natural attention to detail and eye for quality.
- Strong verbal and writing skills.
- Exceptional organizational, presentation, and communication skills as well as experience in the role of using statistical analysis.
- A familiarity with solution and value selling approaches and benefits.
- Technical skills including HTML, JavaScript, XML, or web technology in general.