

# APAC Marketing and Technical Customer Service Intern

## Ihre Aufgaben

The Technical Customer Service team handles warranty claims, product performance and technical trainings for Continental's product lines across multiple countries within the APAC region.

You will be part of the APAC Regional Customer Service team responsible for following areas:

### Data Analysis and Accuracy:

- Maintain Monthly/Quarterly Technical Customer Service (TCS) Reports for management
- Data analysis and visualization using Power BI
- Coordinate and manage Observation to Improvement (O2I) database in collaboration with other business areas such as Plant, Quality and R&D.
- Maintain data integrity and accuracy for Market Database

### Project Management:

- To assist in the Customer Service Intelligence project rollout for APAC
- To assist in the Customer Journey Initiative rollout for APAC
- Proactively communicate with stakeholders and team members on project status

## Ihr Profil

Students who are currently pursuing a degree in Business, Marketing, or Engineering backgrounds are encouraged to apply for this internship.

- Proficient in Microsoft Excel & PowerPoint
- Proficiency in English language
- Clear and concise communication skills
- Eager to learn new things & result orientated
- Min. 3-4 months, preferred 6 months availability
- Advanced/ final stage of study period

## Unser Angebot

Apart from the internship stipend and perks like free parking, this is a great opportunity to

- > Work on and learn the practical insights of data analysis and reporting.
- > Understand and gain insights on the business and its key drivers.
- > Work with team members from different nationalities in an



Job ID  
**REF55746N**

Standort  
**Petaling Jaya**

Rechtliche Einheit  
**Continental Tyre PJ Malaysia  
Sdn. Bhd.**

international setup

> Improve your interpersonal and communication skills

>Gain knowledge on major processes of business in the TCS function

>Strengthen your business acumen by understanding relevant client segments, challenges (present & future), tire industry (Replacement) and products

Ready to drive with Continental? Take the first step and fill in the online application.

## **Über uns**

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary.