

Intern - Market Insights & Customer Service Operations Support

Your tasks

We are seeking a motivated and detail-oriented Market Insights and CS Operations Support Intern to join our dynamic team in Petaling Jaya, Malaysia. This internship offers an exciting opportunity to gain hands-on experience in market research and customer service operations while contributing to our organization's success.

- Assist in collecting, analyzing, and interpreting market data to support business decision-making
- Lead projects in creation of databases to document and monitor product performances
- Help prepare market research reports and presentations for internal stakeholders
- Support by analyzing customer feedback and identifying market trends and brand presence
- Contribute to the development of customer service processes and procedures
- Participate in projects aimed at enhancing market insights and customer service operations

Your profile

- Currently pursuing a bachelor's degree in Business Administration, Marketing, Economics, Engineering, or a related field
- Strong analytical skills with the ability to interpret data and draw meaningful insights
- Excellent attention to detail and organizational skills
- Proficiency in Microsoft Office Suite, particularly Excel and PowerPoint
- Proficiency in Power BI is an added advantage
- Strong written and verbal communication skills
- Ability to work effectively in a team environment
- Customer-oriented mindset with a passion for improving customer experiences
- Eagerness to learn and adapt in a fast-paced business environment
- Academic projects or coursework related to market research or customer service is advantageous

Our offer

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

About us

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



Job ID
REF82097C

Location
Petaling Jaya

Legal Entity
**Continental Tyre PJ Malaysia
Sdn. Bhd.**

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.