

# Intern - Market Insights & Customer Service Operations Support

## Vos activités

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

## Votre profil

- 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

## Notre offre

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

## A propos de nous

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



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Site  
**Petaling Jaya**

Unité légale  
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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.