

# Intern - Project Lifecycle Support – Complaint Connect, Year-Round

## あなたの仕事内容

### HOW YOU WILL MAKE AN IMPACT

We are seeking a proactive, self-starting intern eager to gain hands-on experience across the full project lifecycle. This role supports the global Complaint Connect project. The role offers exposure to both business and IT functions.

### What You'll Do:

- Collaborate with project leads from business and IT, and engage with stakeholders across internal teams and external vendors.
- Assist in analyzing and documenting data flows, field mappings, and integration logic, including validating JSON payloads and database records using SQL.
- Help create and maintain technical and functional documentation, including mapping documents, test plans, and process flows.
- Participate in manual testing and, if technically proficient, contribute to automated test development.
- Assist with Business Acceptance Testing by prioritizing reported bugs, coordinating with IT teams, and managing retesting cycles.

### Why This Role Is Unique:

- You'll be involved in a major, long-term initiative with a lifecycle extending over a year.
- You'll gain exposure to real-world project management, cross-functional collaboration, and enterprise-level system implementation.

### Ideal Candidate:

- A self-motivated individual with strong analytical and communication skills.
- Comfortable working in a dynamic, fast-paced environment.
- Interested in technology, business processes, and project delivery.

## あなたのプロフィール

### WHAT YOU BRING TO THE ROLE

- Currently pursuing a Bachelor's or Master's degree in Business, Information Systems, Computer Science, or a related field.
- Must have a minimum GPA of a 2.8 or higher.
- Minimum Junior standing or higher
- Able to work a minimum of 20+ hours per week during normal business hours (Mon-Fri) on site in our Rock Hill facility
- Strong analytical and critical thinking skills, with the ability to evaluate options and present findings clearly.



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**Rock Hill**

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**Continental Tire the Americas, LLC**

- Excellent written and verbal communication skills; comfortable creating presentations and interacting with diverse stakeholders.
- Familiarity with project management concepts and methodologies, especially Agile/Scrum.
- Detail-oriented with strong organizational skills; able to track tasks and manage priorities effectively.
- Basic understanding of software development and system integration processes.
- Experience or coursework in manual or automated testing is a plus.
- Experience with Programming, ideally Java, is a plus
- Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word); experience with project tracking tools like Jira or Trello is a bonus.
- Self-motivated, proactive, and eager to learn in a fast-paced environment.

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## THE PERKS

- Competitive Intern Pay
- Hands on experience with the team
- Project Experience
- Intern Socials/Mixers
- Mentorship Opportunities
- Company Lunch and Learns
- Networking
- And more benefits that come with working for a global industry leader!

## EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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## 会社概要

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Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.

Are you ready to shape the future with us?