

Intern - AI Automation & Technical Customer Service Operations Support

工作职责

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 AI automation and customer service operations while contributing to our organization's success.

- Assist in analyzing, designing and classifying data to support AI automation
- Lead projects in creation of AI automation process to document and monitor product performances & improvement
- Help prepare project review reports and presentations for internal stakeholders
- Support by analyzing customer feedback and identifying market trends and brand presence
- Contribute to the development of AI assisted customer service processes and procedures
- Participate in projects aimed at enhancing AI automation and customer service operations

职位要求

- 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 automate/Copilot 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

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关于我们

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.