

Student Customer Success Manager

Location: Mannheim Area, Germany

LivePerson vision is to empower consumers to stop wasting time on hold with 0800 numbers and instead message their favorite brands just as they do with friends and family. This is all done on our award-winning messaging platform, LiveEngage.

More than 18,000 businesses - including Microsoft, Sky, IBM, Adobe, RBS, Vodafone, T-Mobile, E.ON - choose LivePerson because of our unparalleled intelligence, security and scalability demanded by the most recognizable global brands.

Our Customer Success department is driven to support our clients with platform adoption of the LiveEngage platform as well as maximizing the efficiency and benefits that can be achieved.

We are looking for an intern to work as **Junior Customer Success Manager** for up to **20 hours per week** to be based at our location in central Mannheim (near Paradeplatz).

What You Will Own?

- Support the Customer Success team with benchmark & performance analysis.
- Identification of opportunity as well as client performance review.
- You will join a team that is based predominantly in the UK and you will work with colleagues across Europe.
- Work with the world's largest brands in a SaaS company
- Learn innovative tools and technologies

What You Need For Success?

- Bachelor or master studies in Business Administration, Economics, or Business Informatics
- Interest in application of cutting-edge information technologies, such as Messaging, Webchat, and Digital Engagement
- Outstanding ability to work with reporting, spreadsheet, and presentation tools
- Experience in customer facing roles is a benefit
- Desire to work with international teams in the UK and across Europe
- Good communication skills in English