

HP Inc. Bulgaria presents:

EMEA CRT Back Office Internship



ILIYAN Customer Support (Bulgaria)
Super power: **CALM UNDER PRESSURE**

“My super power is to stay **calm under pressure** and being open to changes simply because changes are always ongoing.”



Meet our **#SuperInterns**

Position name: EMEA CRT Back Office Internship

Location: Sofia/Bulgaria

Duration: 1 year (6+6months contracts) paid internship

Targeted start date: June 2018

Application deadline: 30 April 2018

Company overview:

At HP, we believe in the power of ideas. We use ideas to put technology to work for everyone. Moreover, we believe that ideas thrive best in a culture of teamwork. That is why everyone - at every level in every function, is encouraged to have original ideas, to express them and to share them. We trust anything can be achieved if you really believe in it, and we will invest in your ideas to change lives and the way people work. This vision is what sets us apart as a company. At HP we work across borders and without limits. Global virtual teams share resources and pool their big ideas to solve business issues and meet personal goals. Everyone is valued for the unique skills, experiences, and perspective he or she brings. That is how we work at HP. Moreover, this is how ideas and people grow.

Job description:

CS (Customer Support) EMEA organization is managing support & services delivery for HP Inc. consumer & commercial products (call support, unit repair, accessory replacement, extended services) overall EMEA countries. Support & services offer is operated through a network of delivery partners, as well as thousands of retailers & resellers channel partners dispatched over Europe.

Objectives of the organization are to provide the best service, increase Total Customer Experience and drive Services Revenue Growth.

Back Office team is part of the Complaint Relation Team (CRT), which provides support to complaining customers in EMEA for all HP Inc. products. The role of the CRT team is to restore loyalty to our customers after a weak customer experience with HP Inc Support (CS EMEA).

As Back office intern you will be involved in:

- Support one of the strategic initiatives of the organization related to the Material Sourcing Optimization by making iNUO sustainable;
- Support the CRT teams in resolving the customer problem
- Support the CRT teams in mitigating the impact of the initial experience

- Considering the short product lifecycles, the continuous evolution of product specifications and the existing tools, develop a solution to assist CRT agents identifying the right replacement product for our customers when providing a commercial solution;
- Optimize the process to choose a replacement unit, order it and trace it until it is received by the customer, aiming to reduce the current effort dedicated by the different teams by 50%
- Restore the loyalty of the customer
- Support the front office agents to execute low/medium/ high-cost compensations according to existing guidelines

EMEA CRT Back Office Internship position is part of

Our Business Management and Enablement Internship Program:

We will use our knowledge and experience to give you a real taste of the most iconic tech company worldwide. We will teach you how to create, execute and celebrate business wins. By joining the team, you will play a role in business enablement (strategy, analysis, and operations). You will become the talent; everyone would want to have on his or her side.

You will begin your journey in **June 2018**, going through an onboarding phase and two game levels:

- **Month 1:** Taking classroom theory into practice, you will start learning about the business, our secret language, and strategies, and getting to know our amazing people. Your own opinion will count every day!
- **Level 1 (Month 2-6):** Then you will be given your individual project and play on the battlefield straight away. Of course, we will help you pick-up and conquer challenges.
- Should you show great results at level 1, your contract might be extended for another six months, leading you to **Level 2 (Month 7-12):** This will be your time to shine and showcase all you have learned so far. Expect to jump-over a raised bar.

You can be sure that regardless the circumstances throughout your placement at HP Inc, your manager/mentor will keep a close look at your development and will dedicate time to set clear goals, guide and provide you with feedback on your performance. You will have access to 10, 000+ learning nuggets to sharpen your business acumen and professional skills. Beyond that, you will train, practice and have fun, alongside your **#SuperIntern** peers, HP best professionals, learning also from senior managers who can help you take your career forward.

Education & Qualification:

You might be the person we are looking for If you can recognize part of yourself in the following qualifications:

- A business-related degree full-time student, who has fully completed the second year of Bachelor degree and is already in his/her third year, Master degree students would be preferred
- A curious mind with a thirst to pursue a career in the fast-paced tech world
- Excellent team player who can quickly integrate into a team and cooperate with colleagues
- Self-starter, you have played a vital role in extra-curriculum activities and juggle easily with multiple priorities
- Communication champ you keep everyone involved and on track
- Relationship builder you thrive achieving outstanding results in collaboration
- Creative problem-solver you jump on opportunities to come up with alternative solutions
- Strong follow-through skills and ability to drive issues to resolution
- Interested in data analysis junior Excel wizard, PowerPoint & Outlook fan
- Interested in new products and technologies and willing to develop more profound knowledge of HP products
- Fluent English and able to work in an international environment

Dear NBU students,

We are seeking talented young people (just like you) to join our reinvented Internship Program in Bulgaria, win alongside our remarkable team, learn and create their own future!

Interested in applying? [Click here](#)

or

Submit your application via [Email](#)

#SuperInterns