

# HP Inc. Bulgaria presents:

## EMEA CRT Data Management & Financial Reporting Intern



**Position name:** EMEA CRT Data Management & Financial Reporting Intern

**Location:** Sofia/Bulgaria

**Duration:** 6 months contract (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:

**Service Excellence, Transformation and Innovation (SETI) team** is part of the **Customer 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 of our customers after a weak customer experience with HP Inc Support (CS EMEA).

Within this Organization, the SETI team has the responsibility to drive innovative improvement actions to prevent complaints from happening, to enhance the portfolio of solutions available to the agents to support our customers, and to design, deploy and control the processes used by the agents, namely:

- Defining, designing and deploying the processes used by the agents to log the complaints
- Monitoring the performance in line with CS strategic objectives
- Providing any operational reporting needed to run the business,
- Developing/running weekly/monthly operational reviews within the CS EMEA organization
- Reporting and forecasting accurately the spends of the CRT organization
- Defining key performance indicators and targets to run the business
- Defining budget needed to execute the complaints
- Providing deep dive analysis on volume, costs, sNPS, turnaround time
- Analysing root causes for complaints and drive preventive actions with CS organization

- Developing new portfolio of solution to lower costs of the complaints while maintaining customer satisfaction
- Linking with transformational projects in CS to anticipate and lower the impact on complaint volumes

**As EMEA CRT Data Management & Financial Reporting Intern you will be involved in:**

**Reporting**

- In collaboration with Senior business analyst, support reporting generation on a weekly and monthly basis,
- Perform accuracy checks before publication and handle creation of light ad-hoc reporting.
- Create accurate reports and visualization tools to support operations
- Weekly/monthly monitoring of operations
- Weekly/Monthly reporting of performance to the different management layer
- Be quality oriented and critically evaluate the output of data extractions
- Continuously improve data accuracy
- Make data available on agreed timeframe in a centralized way.

**Financials**

- In collaboration with senior finance specialist, support generation of:
- Liability on going checks and corrections
- Cons & Comm BW reports
- Cons & Comm Liabilities reporting/ Changing liabilities as per request from Managers and TLs
- Advise on cost logging (emails)
- Accounting rates upload

EMEA CRT Data Management & Financial Reporting Intern 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
- This job requires data management understanding.together with a strong motivation for business & financial analysis
- Advanced Excel, VBA, MSAccess, (IRS Reporting Studio – SQL, Power BI would be a plus.)
- Ability to quickly and accurately organize data and transform it into accurate reporting
- Creative problem-solver you jump on opportunities to come up with alternative solutions
- Strong follow-through skills and ability to drive issues to resolution
- Detail Oriented with ability to explain the global picture, aka “Communication champ you keep everyone involved and on track”
- A curious mind with a thirst to pursue a career in the fast-paced tech world

- Relationship builder you thrive achieving outstanding results in collaboration
- Fluent English and able to work in an international environment
- Comfortable working with management located abroad
- Great team player, flexible, optimist!

**Dear 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!

**#SuperInterns**

**Interested in applying? [Click here](#)**

**or**

**Submit your application via [Email](#)**