

Customer Success Manager – Student Internship (f/m)

COMPANY DESCRIPTION

SAP's vision is to help the world run better and improve people's lives.

SAP helps companies of all sizes and industries innovate through simplification. SAP applications and services enable our customers to operate profitably, adapt continuously, and grow sustainably. SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition.

At SAP, we believe in the power of collaboration and empower our employees to perform at their best in an environment that encourages free and open expression of ideas. You'll work alongside creative thinkers who share your interests, while turning big ideas into reality for our customers. With innovative job training, mentors to help you grow, and the flexibility to balance your work and personal life, you'll be able to get more out of your career. It's no wonder that some of the sharpest minds from around the world are working for a company that is consistently recognized as a global top employer.

Now it's your turn to take the next step and help make the world Run Simple.

WHAT ARE WE LOOKING FOR?

The Customer Success Manager role is a client-facing resource for Premium enterprise-level accounts delivering support account management and technical support. The role encompasses ongoing technical support/guidance, business strategy and transformation consultation, and overall account management and oversight.

As a customer advocate, the Customer Success Manager is the client's Primary Point of Contact responsible for orchestrating all support activity within SuccessFactors/SAP to deliver a superior client experience.

WHAT ARE THE EXPECTATIONS?

- Develop a trusted relationship with key stakeholders and decision makers, understanding and responding to customer needs, and tracking account activity.
- Act as subject matter expert with respect to the customer's use of the Success Factors solution.
- Leverage SAP tools, services, methodologies and best practices to support successful implementation.

- Leverage SAP tools, services, methodologies and best practices to ensure that the customer's SAP solution runs with optimal level of performance, stability and data consistency.
 - Understand and explain features and benefits of the product line as it relates to customer needs.
 - Understand the customer's technical environment including key configuration elements and drive technical escalations and coordinate key resources in the escalation process.
 - Facilitate meetings effectively, setting clear goals and expectations, and documenting discussions and next steps
 - Effectively manage time, workload and shifting priorities.
 - Monitor quality of work and identify opportunities for continual improvement.
 - Communicate effectively with customers both verbally and in writing.
 - Seek out and embrace feedback, take on tough assignments to improve skills, keep knowledge and skills up-to-date and turn mistakes into learning opportunities.
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- Meet customer expectations by anticipating and resolving their issues.
 - Monitor customer interaction workspaces for customer feedback and opportunities for response.
 - Provide occasional off-hours technical support by participating in the on-call schedule.
 - Proactively identify opportunities for customers who require a more customised level of support delivered by a SAP Premium Engagement offering.
 - Act as an escalation point and advocate for critical customer issues, collaborating with other departments as needed.
 - Document issues in a CRM system and defects in bug-tracking tool.
 - Drive SAP Enterprise Support and Preferred Care retention and renewals by delivering high quality customer engagements.
 - Facilitate weekly case reviews, quarterly feature reviews, and annual Health Check presentations.

WHAT KIND OF PROFILE ARE WE LOOKING FOR?

EDUCATION AND QUALIFICATIONS / SKILLS AND COMPETENCIES

- Final year students working towards a Degree in IT/Computer Science/ Business with IT/ or equivalent preferred.
- All university courses should have been completed.
- Postgraduate students preferred, but not essential.
- Solid understanding of business processes and strategy.
- Excellent communication & presentation (soft) skills
- Enterprise software solutions or business application software, Internet technologies, web servers and web proxy servers experience.
- Ability to deliver results under pressure, work independently, and take ownership of assigned tasks (pro-active driver, results-oriented, pragmatic)

- Of great advantage are ASP, SaaS, XML, IT networking, SSO, APIs, Connectors skills.
- Customer orientation and focus on quality, as well as skills to interact/collaborate with customer IT decision makers and LOB decision makers.
- Comfortable interacting with all levels of management within the client organization.
- Strong project and task-management skills.
- Fluent Business English language and French/German/other European language is an advantage.
- Enthusiasm, strong work ethic and a positive attitude.

OUR DIVERSITY COMMITMENT

To harness the power of innovation, SAP invests in the development of its diverse employees. We aspire to leverage the qualities and appreciate the unique competencies that each person brings to the company.

SAP is committed to the principles of Equal Employment Opportunity and to providing reasonable accommodations to applicants with physical and/or mental disabilities. If you are interested in applying for employment with SAP and are in need of accommodation or special assistance to navigate our website or to complete your application, please send an e-mail with your request to the Recruiting Operations team.