

# INTERSHIP - STAKEHOLDER AND SERVICE INTELLIGENCE - CEE DIVISION

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**As a major financial institution, we strive to think and act in a truly international dimension. We span 50 countries and give growth opportunities to people who share our excitement for constantly building on the diversity of our local roots and strong European presence.**

Bank Austria - a member of UniCredit since 2005 - is a major company and a leading financial services provider in Austria. We aim for excellence and strive to achieve maximum customer satisfaction, which is why we consistently invest in the development and motivation of our employees.

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## **In this position you will be facing the following tasks:**

- Assisting in collecting and analyzing process data gathered by customer research and/or by business process monitoring and establishment of benchmark data;
- Assisting in monitoring internal customer satisfaction;
- Assisting in ensuring the development of management tools of customer complaints;
- Relating to delays, errors and operational failures;
- Providing first level operational support to the customer satisfaction team;
- Providing and forwarding report and analysis support presentations;
- Taking care of administrative tasks.

## **Your profile:**

- Microsoft Office : Experienced User;
- Data Management&Warehousing: Practical Knowledge;
- Project Management: Practical Knowledge;
- Fluent English;
- University: Business Administration.

**Location:** Milan

**Entry date:** 22.02.2013

## **Code:**

IT-EXT-50620973-20121224-110529-EN

## **Contact:**

All applicants will receive written notice by the end of the selection process