

# Get real work experience!



## IBM Internship Program 2014

IBM Delivery Centre CE team in Brno makes it possible for you to take part in interesting projects within The Internship Program. This program is available from February 2014 – June 2014.

IBM Delivery Centre CE Brno is one of the biggest and most diverse IBM centers of its kind worldwide. Brno centre core activities focus on providing strategic outsourcing services, remote server and application support, networking services and end customer support.

## Service Quality Improvement Coordinator

After account training you will be assigned to control the quality of work of other people based on knowledge base, gather feedback about mistakes from agents and help to further improve the service provided to customer. The activity will have measurable impact on the service and it will gain very good visibility on high level. This activity will require systematic approach, ability to learn and quickly, understand the environment and communicate with approx. 60 people.

### Description of roles:

- Learn about the account
- Check the work of others and fill observations to template
- Gather feedback from agents
- Update the knowledge base based on the previous point
- Communicate the update back to all people

### Skills required:

- Ability to learn fast
- Basic excel skills
- Ability to analyze processes
- Communicate and propose improvements
- Solid level of autonomy

### You will have the opportunity to:

- Get hands-on experience in an **IT leading global company**
- **Meet the TOP IT experts in the world**
- Have individual support from **your own mentor**
- Improve your English skills
- Attend **internal IBM trainings**
- Meet people from all over the world
- **Network**
- **Have further cooperation with IBM**

Detailed description of the internship position will be given at the interview.

If you are interested, send us your CV and motivation letter in English to [Markosova\\_ivana@cz.ibm.com](mailto:Markosova_ivana@cz.ibm.com) by Monday **January 6, 2014**.. Should you have any questions, feel free to write to us.

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