



Customer Success Internship (m/f)

Nezasa is an innovative start-up specialized in software solutions for the global travel industry. We have built an innovative platform that simplifies the configuration and distribution of customizable and fully personalized travel packages.

We are looking for a **dynamic** and **customer-oriented individual** to support our **Customer Success Team** in Zurich in a 6 month **internship**. **Starting date:** as per availability

Your responsibilities will include:

- Respond to incoming customer support tickets through our helpdesk tool as well as customer support phone calls
- Help create and maintain our knowledge base as well as training material in accordance with new product features
- Provide support for the onboarding and training of new customers after go-live, as well as for follow-up calls with existing customers to ensure their use of Nezasa services runs smoothly
- Being an active part of the customer success team, providing feedback and ideas on how we can improve the customer experience and product and better serve our customers
- Support activities in the area of Content Management
- Help prepare marketing material to support our sales team

The successful candidate will have the following skills and experience:

- Ideally some practical experience in a customer-facing role within the travel industry
- Possess a good working knowledge of common technology products for business (Microsoft Office, CRMs, Google etc.)
- Have a passion for excellent customer service
- Be self-motivated and able to work with limited supervision
- Have excellent analytical skills
- Strong communication skills in English and German, on the phone, in writing and in person
- Attention to detail and accuracy is vital, as is the ability to multi-task
- Be a team player

What we offer:

- A small, agile and motivated team in Zurich
- Working on a product that will make a difference in the growing travel industry
- Work with modern technologies and tools
- An attractive workspace in the center of Zurich



Please send applications incl. CV and cover letter to: jobs@nezasa.com
