**Intern – Customer** **Operations**

Renesas is one of the top global semiconductor companies in the world. We strive to develop a safer, healthier, greener, and smarter world, and our goal is to make every endpoint intelligent by offering product solutions in the automotive, industrial, infrastructure and IoT markets. Our robust product portfolio includes world leading MCUs, SoCs, analog and power products, plus Winning Combination solutions that curate these complementary products. We are a key supplier to the world’s leading manufacturers of the electronics you rely on every day; you may not see our products, but they are all around you.

Renesas employs roughly 21,000 people in more than 30 countries worldwide. As a global team, our employees actively embody the Renesas Culture, our guiding principles based on five key elements: Transparent, Agile, Global, Innovative, and Entrepreneurial. Renesas believes in, and has a commitment to, diversity and inclusion, with initiatives and a leadership team dedicated to its resources and values. At Renesas, we want to build a sustainable future where technology helps make our lives easier. Join us and build your future by being part of what’s next in electronics and the world.

Our Customer Operations Team is looking for a talented intern in business, marketing, finance or similar field studies to join our team in our Bourne End office. The successful candidate will be spending a full academic year with us and will work directly with account managers and a multinational team of Customer Service Operators worldwide.

**Responsibilities:**

* Customer facing contact fully responsible for handling all requests in relation to order placement, fulfillment and forecasts.
* Develop and maintain strong business partnership with customer, sales, planning and operation teams with proactive collaboration and communication.
* Proactively monitoring and communicating changes in customer demand to avoid supply disruptions or excess inventory.
* Manage escalations effectively by engaging/leading discussions to achieve resolution.
* Follow business controls per policies and procedures ensuring audit compliance.
* Global understanding of customer demands, processes, and supply chain needs.
* Support the team with ongoing projects, e.g. system integration.
* Support in an administrative/reporting function internally and externally.
* Support to enable sales to focus on design and customer facing activities. Coordinate with sales team members to ensure goals/ KPIs are met.

**Qualifications:**

* Studies in business, marketing or similar field.
* Good team player with the ability to work in teams with a proactive approach.
* Ability to adapt to change in a fast-paced environment with a good resilience to stress.
* Strong analytic and quantitative skills, ability to determine trends and propose solutions.
* Advanced command of English both spoken and written. Demonstrating clear and concise written and verbal communication to internal and external stakeholders.
* Must be able to work independently and with strong problem-solving skills.
* Strong MS Excel skills along with other MS Office products.
* Familiarity with SAP, Model N, Salesforce or Power BI is an added advantage.