



INTERNSHIP PROGRAM: Customer Service Intern (FULL TIME)

TRG IT is an international B2B software company, focusing on delivering technical excellence. We supply Enterprise Resource Planning (ERP), Financial Management, Enterprise Performance Management (d/EPM), BI & Analytics, Retail Management, Hospitality and Professional Services.

Time: 8:00 am – 5:00 pm, from Monday to Friday.

Venue: TRG International HCMc Office

Address: 145 – 147 Nguyen Co Thach Street, An Loi Dong Ward, District 2, HCMc.

Responsibilities:

Customer Care

- Monthly interactions with clients.
- Record all customer incidents/ activities to the tracking system.
- Perform follow-up activities on and after the customer's inquiries/ demands are solved to ensure the satisfaction of customers.
- Follow up support calls after incidents / tickets are closed to confirm the result of the support, quality of service and customer's perspective

Sales Admin

- Be accountable and responsible in updating / issuing serialization codes for clients under / not under maintenance.
- Assist in renewing maintenance contract for clients.
- Run ad-hoc reports from CRM
- Book Sales Order Entry in Accounting system (SunSystems)

Job requirement

- 3rd or 4th year students with the Business-related background
- Must be fluent in both written and spoken English
- Excellent communication skills, interpersonal skills.
- Be proactive, careful, well-organized and details-oriented person
- CAN-DO attitude, always willing to give things a go, willing to learn



Benefits:

- Laptop, locker, parking space are provided;
- A chance to experience practical standard operation procedure at an international company;
- Get access to more than 900 books at TRG International library;
- Unlimited free coffee from PJ's Coffee (Cappucino, Mocha, Latte Cold/Hot Brew,...);
- Modern dining room;

If you're interested, please send your CV to email: trung.doan@trginternational.com (Mr. Trung Doan)