

Customer Experience Intern

PEARL RIVER, NEW YORK - CUSTOMER EXPERIENCE

Are you passionate about creating an excellent customer experience and applying those skills to real-world projects? ei3's customer experience team is looking for an individual who is eager to learn about technologies such as the Industrial Internet-of-Things (IIoT) and AI and develop their curiosity and attention to detail skills in a professional environment.

If you enjoy the challenge of translating complex technical information into something simple and engaging this might be the perfect opportunity for you!

We are flexible: Our philosophy is that we are motivated more if we enjoy what we do — which is why hours are flexible, and why we structure this collaboration to suit your schedule.

Work from anywhere: Face-to-face time and “watercooler conversations” can be combined with remote work to help you be creative, productive, and accommodate your work - life balance needs.

YOUR CONTRIBUTIONS WILL MATTER:

- You will work with ei3's Customer Experience team lead to reimagine the content for customers beginning their journey with ei3
- You will collaborate with the team to review usage data to identify potential growth opportunities within the existing ei3 customer base
- You will help to create surveys and questionnaires to gather feedback from customers on ways to improve the system.

YOUR BACKGROUND:

- Enrolled in, or have completed, a college or university program focusing in Business, Computer Science or similar
- You are someone who enjoys writing and engaging others through creative storytelling
- You are creative and enthusiastic with a positive attitude and an excitement for learning and feedback.
- Demonstrate excellent judgment, attention to detail, discretion, a strong sense of personal initiative, and ownership.

This is a one-of-a-kind opportunity to join a fast-growing organization. If this sounds challenging and exciting, we want to talk to you.

HOW TO APPLY?

Please send an email to etakacs@ei3.com which includes your CV, a few lines summarizing why this role appeals to you and links to work examples/ projects that you think best represent your voice.

ABOUT ei3:

A global leader in AI dedicated to industrial machine and processes. By focusing on efficiency and sustainability, we help the world produce things better.

Founded in 1999, ei3 Corporation delivers ConnectedAI solutions for machine builders and manufacturers to increase operational efficiency, save on costs, increase profitability, and implement new business models. Printing presses, injection molding machines, and packaging equipment are some of the company's key market segments. ei3 is headquartered in New York with offices in Montreal and Zurich. For more information, please visit ei3 at www.ei3.com