

AIESEC internship in Sitel Bulgaria



- Internship in NOKIA Operations department
 - Payment: Salary \$836
 - 3 round tickets to Slovenia covered by the company
- the first 3 months of accommodation are covered by the company
 - Languages: Excellent Slovenian and good English required

Organisation Name: Sitel Bulgaria

Field of work: Information Technology

Payment: Salary in US \$836

Payment Rate: Monthly

Department in which the Intern will be working: Nokia Operations

Job Description:

- Being first point of contact for Nokia customers.
- Handle all questions related to user support, troubleshooting, repair processes, presales, handset models and accessories...via telephone, email, internet and fax.
- Investigate issues/orders and solve them, with ownership and demonstration of common sense.
- Follow up customer requests and make sure that no customer is left without care and appropriate answer.
- Promote Nokia-products and Nokiawebsites including possibilities to selfsupport like software updates to customers when appropriate.
- Represent Nokia towards customers and contribute to the corporate image through excellent soft skills. Keep personal knowledge up-to-date on telecom, IT and customer care.



Profile of the intern

- Vocational (technical) education and/or earlier work experience in technical support
- Excellent analytical and troubleshooting skills
- “Helping is my second nature, I can find a solution to any problem”, “I am a detective, a listening ear, a sharp admin and a prime communicator”!
- Stress resistant, positive, constructive
- Initiative taking, proactive and eager to learn
- Working in a flexible work schedule is no problem for you
- Bonus - After the 6th month - foodvouchers (40 BGN monthly); After the 1st year - Health Insurance
- 3 round tickets to Slovenia covered by the company
- the first 3 months of accommodation are covered by the company

Backgrounds

- Information technology Database management (Preferred)
- Linguistics Education Linguistics / Languages (Preferred)
- Other studies Chemical Engineering (Preferred)
- **Introductory Engineering (Required)**

Skills

- Computer Internet Users skills (Required)
- PC user skills (Required)
- Operating systems Windows Operating Systems (Required)
- Personal skills and knowledge Community Development (Preferred)
- Languages: Excellent Slovenian (Required) / Good English (Required)

