

Customer Success Management

Barma is looking for a qualified intern to join our CSM team, which is located at the company's headquarter in Aarhus. The internship period is adapted to the company and your needs and will be started on an ongoing basis. As an intern, you will be part of the CSM team, where you need to help build and maintain a profitable relationship with key customers. You will be in close collaboration with our customer success manager, be involved in the collaboration between customers and the company's sales department. Here you are involved in developing strategies for retaining current customers and raising their user experience as a customer. You will also be involved in the onboarding of new customers. You will help to fulfill the overall goal of creating lasting relationships between customers and the company. Through the internship, you will increase your competencies in being service-oriented in relation to the company's customers, as well as gain greater insight into decision-making processes in a collaboration between B2B. You should be prepared to work in a fast-paced team environment and will finish the internship having gained broad experience in various aspects of CSM.

What to Expect from Your Internship?

In your internship, your work assignments will primarily relate to CSM. The list below contains some of the work areas you will potentially work on in your internship. The detailed specification of work tasks is designed in a dialogue between you and Barma so that both your and our interests are met.

- Building and maintaining profitable relationships with key customers.
- Meeting with managers in the organization to plan strategically.
- Help new customers get onboarded for the learning platform.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Help current customers with their challenges with the learning platform.
- Conducting business reviews using CSM tools.
- Knowing your competition and strategizing accordingly.

We are looking for an intern who possesses most of the following qualifications:

- Ability to multitask and take initiative.
- A proactive and can-do attitude.
- Ability to take direction and absorb information quickly.
- You love working performance-based and strive to achieve your goals.
- Being eloquent.
- Socially minded.

About Barma

Barma is a small and fast-growing innovative company. Our business model is to create a revolutionary digital learning concept delivered on a digital learning platform.

The company works with development and distribution of e-learning material, with an industry-specific focus on the hospitality industry.

We help the industry to be able to train their staff through e-learning, where there is an opportunity for learning industry-relevant knowledge.

Among our customer group, we collaborate with Smukfest, Fjord Line and HORESTA, where we offer e-learning that intends to create a competence increase for their employees. The platform currently has over 16.000 unique users and the growth potential is high.

We at Barma ensure a structured onboarding, so you can get into the work tasks as easily and quickly as possible. We have had quite a few interns over time, which has helped us develop our approach to good onboarding.

At Barma, we as an organization have a strong focus on employee well-being and thus actively focus on creating a positive working environment.

The corporate culture is, in addition to the professional dimension, characterized by presence, mutual respect and a friendly tone. As part of the active effort in relation to creating a positive working environment, we prioritize joint social events such as communal dining, sports activities during breaks, cinema trips and Friday bar.

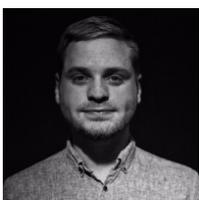
The company is undergoing an internationalization process where both external communication and internal communication are transformed into English. Therefore, you can easily apply for an internship at Barma, if you can just speak and write English.

Barma makes extensive use of recruiting interns for permanent positions. During the period, we assess your professional development and your integration with permanent employees. If your potential matches the company, we may offer you a permanent position after the end of the internship period, or when you have completed your education.

If this sounds like something for you, you can send an application and CV below. If you have questions about the internship, do not hesitate to call or write to us.



Contact:



Contact person: Simon Gad Andresen

E-mail: barma@barma.dk

Tel: +45 32 74 29 29

Linkedin: www.linkedin.com/in/simon-gad-andresen-75530586